



# National Transport Insurance on the SCTP

## Key Market Features

- ✓ Cover provided by Australia's leading transport and logistics insurance specialist.
- ✓ Market-leading claims service, including access to Premium and Local Repairers, and unique parts-purchasing agreements with manufacturers.
- ✓ Australian-owned and operated with specialists in local offices across the country.
- ✓ Two products - SCTP and SCTP Platinum. SCTP Platinum includes additional features such as downtime cover and a roadside assistance service.

## Underwriting Appetite

- ✓ NTI's SCTP Product is designed to cover:
  - Trucks - from light-duty rigid 2t goods carrying and above (i.e. trucks used by landscapers, trades, home deliveries etc.) through to prime movers
  - Trailers
  - Mobile Plant
  - Sedans and Utes (cannot exceed 40% of items)
- ✓ Up to 10 vehicles per policy
- ✓ Range of ANZSIC occupations from trades to general freight
- ✓ We are unable to provide cover for:
  - Bus/coach, concrete pumps, harvester/headers, mobile cranes, fire brigade, ambulances
  - Dangerous/hazardous goods, logging, mining, emergency services, dry hire/rental, passenger transport

## Service Commitments

NTI aims to handle referred risks within two business hours.

## Coverage

- ✓ NTI will underwrite Australia wide and offers two products on the SCTP:
  - SCTP Commercial Motor - Comprehensive, Third Party Fire & Theft or Third Party Only options
  - SCTP Platinum Commercial Motor - above motor cover, plus for eligible trucks, trailers & mobile plant, automatic:
    - Downtime
    - 24/7 Roadside Assistance Service - up to \$500 per item per breakdown  
**(call 1800 684 669 - 1800 NTI NOW)**

## Capacity

- ✓ Up to 10 vehicles per policy.
- ✓ Risks outside of our appetite may be suitable under NTI's Transport Pack, Fleet, or Yellow Cover products (Subject to Underwriting Guidelines).

## Client Service Offering

### LOCAL EXPERTS IN LOCAL OFFICES

NTI is committed to having local experts in local offices across the country. This means that every NTI office has specialists in underwriting, claims, sales and more to ensure you can always speak with an expert. This extends to our in-house 24/7 customer service centre based in Newcastle.

### ROADSIDE ASSISTANCE SERVICES

Truck Assist: Powered by NTI provides roadside assistance 24/7, 365 days a year via a national network of over 4,000 trusted service partners. We're proud to have wholesale agreements with a large number of manufacturers in Australia. Currently, a Truck Assist roadside program covers every second new truck sold in Australia. NTI SCTP Platinum policyholders have access to NTI's roadside assistance service.

### RISK ADVISORY SERVICES

NTI's Risk Advisory Services team is one of the ways we demonstrate the expertise that makes us Australia's leading specialist insurer across transport and logistics. With innovative initiatives such as NTI's exclusive partnership with Seeing Machines, a global industry leader in driver monitoring systems, and the NTI Traction program, which delivers best practice safety culture support to businesses, the team have already made a large impact.

- ✔ Access to Better Business Hub - an online hub providing practical advice and tools on:
  - Cutting red tape
  - Managing your team
  - Increasing profitability
- ✔ Access to risk management tools including:
  - Business Health Check - an online survey that helps your business identify needs in key areas
  - Coach program - an online learning app designed to support and coach fleet managers of small to medium businesses

## Claims Service

To access NTI's 24/7, 365 days Accident Assist service, call 1800 NTI NOW (1800 684 669).

### AWARD-WINNING CLAIMS SERVICE

NTI understands the importance of providing efficient, effective claims services to help get vehicles and equipment back to work quickly. Our experienced claims consultants will respond to claim notifications within 4 business hours.

All of NTI's local offices across the country include experienced claims consultants specialising in commercial motor claims.

Our NTI NOW online platform compliments our service proposition by providing you with an additional way to access information about your clients, 24/7 access to view claims information, claims lodgement online, and access to customer reports. Speak to your local NTI representative to get access to NTI Now.

## Claims Service Offering

### REAL TIME HELP WHEN IT'S NEEDED MOST

NTI understands the importance of efficiently managing the scene of an incident to contain recovery costs and to get vehicles back on the road as soon as possible. That's why we developed NTI Accident Assist. Our Accident Assist team is on standby 24/7, 365 days a year to ensure businesses can get real time help, when they need it most.

One call to NTI Accident Assist at any hour of the day or night can:

- ✔ Provide over-the-phone trauma assistance to the driver until help arrives
- ✔ Relay urgent messages to loved ones, suppliers etc.
- ✔ Arrange for the driver to be transported back to base
- ✔ Provide an NTI Authorised Heavy Vehicle Recovery Operator to recover the vehicle using the latest skills and equipment to prevent further damage and ensure the load recovery cost is fair
- ✔ Oversee clean-up of the accident scene
- ✔ Lodge the claim automatically (in most cases we will not require a claim form)
- ✔ Arrange post-incident trauma counselling for the driver if required

### WHERE CONFIDENCE MEETS CONVENIENCE

NTI's Authorised Repair Network is designed to meet any repair need, no matter where you are. Our network of trusted Premium and Local Repairers is rapidly expanding across Australia, with up to 30 potential repairers nationwide. We are confident your repair can be done close to home!

#### Local Repairers:

- ✔ Specialists in light repairs
- ✔ Smaller local repairers that are closer to base
- ✔ Auto-authorisation on any NTI repairs (prior to assessment)
- ✔ Relationships with vehicle manufacturers

#### Premium Repairers:

- ✔ Heavy and light repairs
- ✔ Specialists in major mechanical and structural repairs
- ✔ Can complete repairs up to 9 days faster than competitors\*
- ✔ Large workshops with specialist equipment to complete any job under one roof
- ✔ Auto-authorisation on any NTI repairs (prior to assessment)
- ✔ Relationships with vehicle manufacturers

\*based on independent research conducted in 2020.

[partner.nti.com.au](https://partner.nti.com.au)



Insurance products are provided by National Transport Insurance, a joint venture of the insurers Insurance Australia Limited trading as CGU Insurance ABN 11 000 016 722 AFSL 227681 and AAI Limited trading as Vero Insurance ABN 48 005 297 807 AFSL 230859 each holding a 50% share. National Transport Insurance is administered on behalf of the insurers by its manager NTI Limited ABN 84 000 746 109 AFSL 23724. NTI.M035.09.I2082021