



{TRUE STORIES}

A ROLLOVER, A BOAT, AND A SCENE ONLY WE'D TOUCH WITH A 10 FT BARGE POLE.



Saturday morning, 8.15am. What do you do when one of your longest serving customers has a rolled B-double spilling 40 tonnes of liquid tallow into a creek that runs into the Brisbane River?

When you're Rob Wass, Manager of NTI Accident Assist, you go out and buy an inflatable boat.

"Having worked at NTI for over 27 years, I'd thought I'd seen everything", Rob said, "but I was wrong. This was a real disaster. With the driver unharmed the focus was on cleaning up the site, and fast".

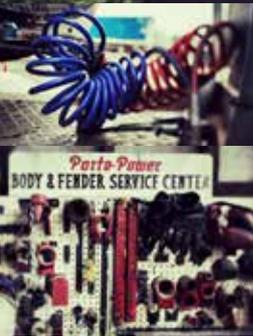
"The young woman at NTI Accident Assist who took the call was exceptional", explained Julie Russell from Russell Transport. "Before we knew it, all the necessary emergency services and environmental protection people were on site, along with NTI themselves".

Rob explains further. "We had disposable oil booms in place to stop the tallow spreading into the Brisbane River, but because the tallow had solidified and was breaking up, we needed to find a way to direct it towards the vacuum sucker trucks". Ken Russell, Julie's brother and fellow company director, was keen to get in on the action – he too went out and bought a boat.

"They were out on the water with poles pulling the solidified tallow towards the sucker trucks," says Julie. "I guess I shouldn't have been surprised about the hands-on role NTI took. They've always been great, but it was above and beyond what I expected. They managed everything – the clean up, the police, the media – they even arranged for part of the road to be resurfaced".

It's certainly an event no one will soon forget. And that's exactly why R.B. Russell Transport has been with NTI for longer than they can remember.

Talk to your insurance intermediary or visit truestories.nti.com.au



National Transport Insurance

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 230869 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 237246.

AUSTRALIA'S No 1 TRUCK INSURER

