



Petition

Registration No:	12
Title:	Territory Insurance Office Coolalinga Branch
Presented on:	28 April 2009
Presented by:	Mr Wood
Referred to:	Treasurer (Lawrie)
Date referred:	28 April 2009
Response due:	13 August 2009
Response received:	29 July 2009
Response presented:	17 August 2009

Petition

To Speaker and Members of the Northern Territory Legislative Assembly

We the undersigned citizens do respectfully request that the Territory Insurance Office (TIO) retain the TIO branch at Coolalinga and all services TIO offer.

Response

The TIO Board made a decision in February 2009 to merge its Coolalinga branch with the Palmerston Branch effective from 1 May 2009.

The basis of this decision is that:

- TIO's strategy is to build a sustainable business that enables it to fulfil its purpose and delivers ongoing value for Territorians.
- Against the backdrop of a difficult economic environment, TIO have felt the effects of the economic downturn and it needs to act in a commercially responsible manner.
- The demand for branch services has continued to decline over recent years with the majority of customers moving from face to face interactions to using services such as ATM, telephone banking and on-line banking.

The consolidation of our branch network will improve our cost efficiency and enable further development of the types of alternative services now preferred by the majority of TIO customers.

TIO will continue to meet the needs of customers in a variety of ways:

TIO alternative access and services

In addition to the Darwin, Palmerston, Katherine and Alice Springs branches, TIO continues to provide a wide range of access and service to customers as follows

Personal telephone service

The TIO Call Centre operates 6 days a week and provides customers with the option to speak with a customer service representative and receive personal services for:

- Account balance and transaction information
- Funds transfers between TIO accounts
- Bill payments for most household services
- Statement requests
- Access card replacement
- Arrangements for periodical payments and debits.

ATMs, Eftpos and Visa Access - withdrawals, purchases and payments

- TIO operates a network of 14 ATMs throughout the NT for use by its customers
- The ATM at Coolalinga will be retained after branch closure
- The ATM at Casuarina will be retained and an additional ATM is being installed in the Shopping Centre.
- Card access for purchases, payments and extra cash out at all major stores
- Visa Debit card access for purchases and bill payments world wide

Automated 24 hr services

- On-line banking for all information and transaction services
- Phone banking for information and transaction services

Mobile Banking and Insurance Services

TIO offers a mobile service to help customers with more complex loans and insurance services with two senior customer relationship managers available to meet customers anywhere anytime for appointments

Over the past seven weeks, TIO has written personally to all our customers at Coolalinga advising them of the alternatives access options and introducing them to our Mobile Relationship Managers.

TIO has also been assisting customers at Coolalinga to learn new ways to access banking and insurance services through personal demonstration of ATMs, Eftpos, Telephone and internet banking.

TIO has received very favourable feedback from many customers who had not realised just how easy it is to use these services and the added convenience they offer.