



Date Thursday 27 November 2008

Heading nib relocating national headquarters

After more than 30 years operating from its current head office in Hunter Street, Newcastle, nib health funds (nib) is relocating its national headquarters.

The doors will close at the current building at 5pm on Friday 28 November. Operations will be relocated over the weekend and the new head office building at 22 Honeysuckle Drive, Newcastle, will open for business from 9am on Monday 1 December.

nib's Chief Executive Officer, Mark Fitzgibbon said while it is a very exciting time for the health fund, there will be some unavoidable disruptions to customer service facilities.

"Relocating the head office has been an enormous project for our business and every effort has been taken to minimise customer disruptions, which includes conducting the move over the weekend," Mr Fitzgibbon said.

"Over the past eight months we have engaged with employees from all parts of the head office operation and specialist service providers to develop processes and procedures that aim to ensure a smooth transition from the current to new head office facility," Mr Fitzgibbon said.

"However, the reality is that some services have to be taken off-line over the weekend to effect the relocation and we apologise in advance for any inconvenience this may cause our customers."

nib wishes to advise that the following nib customer service facilities will be affected during the move.

- **nib.com.au** – will be operational, however customer service functions such as Extras claiming, customer profile information and Join Online will be unavailable from 5pm on Friday 28 November until 9am on Monday, 1 December.
- **nib's Customer Care Centre** – will close at 8.30pm on Friday, 28 November and reopen at 8am on Monday, 1 December.
- **Point-of-service claiming through the HICAPS or IBA systems** – unavailable to nib customers between 5pm on Friday, 28 November and 12 noon Saturday, 29 November. Customers who are affected by the service disruption can:
 - Complete a claim form and mail to nib.
 - Claim online at nib.com.au **from Monday, 1 December.**
 - Contact nib's Customer Care Centre **from Monday, 1 December.**
 - Process their HICAPS or IBA claim the next time they visit the service provider. This option will only be available to affected customers for one week following the relocation.

"We thank our customers for their understanding during this period and we look forward to business as usual from Monday 1 December," Mr Fitzgibbon said.

nib announced its intention to develop a new head office building in September 2006. The new facility is testament to the health fund's business growth in recent years and will allow nib to maximise efficiency across the business from the one location.

FOR FURTHER INFORMATION:

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