



The National Insurance Board
of Trinidad and Tobago

CORPORATE COMMUNICATIONS

Level 1, NIB House, Cipriani Boulevard, Port of Spain

MEDIA RELEASE

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NIBTT REOPENS ARIMA SERVICE CENTRE **STAFF ENTHUSIASTIC AND READY TO SERVE**

The National Insurance Board of Trinidad and Tobago (NIBTT) reopened its Arima Service Centre, on Monday, January 12, 2014. The facility has been refurbished to ensure it is safe and comfortable for customers and well outfitted for employees to execute their duties and serve the public.

The NIBTT has invested substantially in the structural maintenance of the Arima Service Centre through a refurbishment plan that also addressed general health and safety concerns. In December 2014, the NIBTT also engaged a facility management provider to deliver extensive maintenance services, in a continuing effort to improve the accommodations at all NIBTT properties, to enhance employee working conditions, and by extension the overall customer service experience.

At Monday's reopening of the Arima Service Centre, NIBTT's Executive Director, Niala Persad-Poliah, was on location to "meet and greet" customers and to provide some additional support for staff. According to Persad-Poliah, "The reopening of the Arima Service Centre, at the start of the New Year, signals our thrust toward rebuilding the nation's confidence in the National Insurance System. I am excited about the many innovative ways in which we can serve our customers in 2015."

Greta Stephen-Henry, Executive Manager, Insurance Operations, added, "We are excited to return to our home base. Our staff is enthusiastic and committed to delivering more personalised quality customer care to the people of Arima and all our customers"

Alpheus George-Mc Phee, an NIBTT customer, at the Arima Service Centre, exclaimed, "NIB's executive director personally helped me with my claim and she even taught me something new about the retirement claim." Another customer, Christine Baboolal, said "I am glad you open back. I am glad, I'm glad." At the reopening, customers received a complimentary breakfast and tokens of appreciation.

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