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Arima Collection Centre Opening  
Niala Persad-Poliah, Executive Director  
April 27, 2015  
Shops of Arima, Tumpuna Road, Arima

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Good Morning and Welcome.

Today is truly a significant day for NIB, Arima and especially for me because I'm home. I grew up on Tumpuna Road. I began my education, next door, at the Arima Presbyterian Primary School, around the same time NIB opened its doors to the people of Arima, in April 1979. Actually, I spent most of my life in Arima.

Returning to your hometown is always nostalgic. I'm extremely honoured, this morning, to stand before you as a proud product of Arima and as Executive Director of NIB; bringing to Arima a collections centre intended to make life easier for those we serve in areas such as Valencia, Wallerfield, Brazil, La Horquetta, Malabar, Arouca and environs.

The collections centre is designed to meet the needs of employers. The opening hours, from 10 am to 6pm, Monday to Friday, the convenience, even the parking, are all aimed at making compliance easier.

Since we are all about service, the collections centre will also provide a drop box for claims and allow customers to complete life certificates. All other services are available at our Arima Service Centre.

43 years ago, our employer base, on a national level, was just over 525 employers. Today, our total employer base has grown over 25,000.

NIB is no ordinary organization.

We serve 600,000 customers and some during the most vulnerable times of their lives. Therefore, compassion is a critical component of the service we deliver; a quality that speaks to who we are as an organization; our mission and our mandate.

Over the years, I have learnt what's required of us as an organization is a deeper understanding of the needs of our customers in their time of need.

Therefore, it is imperative that we put people first.

NIB is now in a process of transformation which has called for a recommitment to our core business of service delivery and a renewed understanding of customer needs.

Excellence.

That's what we're about.

But how do we deliver excellence?

It is about taking time to know and understand our customers.

To receive your feedback, we have recently engaged Market Facts and Opinions to survey our customers. We need to understand your experiences with us to improve. We urge you to participate in this survey. Tell us the good and the not so good so we could make the necessary changes.

NIB is committed to offering each customer a positive experience and the promise that we will never waver from the highest standard of customer care. We plan to exceed customer expectations and go the extra mile on our journey to transformation.

Over the last five months, since I assumed office, on December 14:

- Our Arima Service Centre was reopened to the public
- We relocated our Rio Claro Service Centre
- We turned sod for our new energy efficient headquarters at QPE
- We are focused on upgrading and enhancing our facilities to standards that would allow our staff to excel and exceed your needs
- We have commenced training and developing our employees, with specific training to our frontline staff
- We have commenced the upgrading of our procedures and systems, including the conversion of our paper records to digital

We are setting new benchmarks for service delivery. We intend to introduce several other initiatives later this year.

Last year, we paid over 3.6 Billion in benefits. This year, we hope to exceed that figure. But paying benefits is not enough. It is how we do it that matters most. And of course, how quickly we do it also matters.

Last year, we launched the Pension Ready Initiative for persons 55 years and over. This initiative is all about early intervention. NIB wants to ensure our customer's contribution records are in line with their employment history long before they retire.

As an extension of this project, we recently launched the Online Request for Contribution statements. You can now log on to our website and request a statement where ever you are. Comfort and convenience at your fingertips.

In the coming months, we will launch our Online Employer Payments initiative and an enhanced NIB Customer Care Centre. We are committed to bring comfort to the thousands we serve across the country. It is not only about enhancing the way we do business at NIB, but letting our customers know we truly care.

I must use this opportunity to welcome the staff of the Arima Collection Centre. As with the opening of every new door, you have the power to make a positive difference in the life of everyone who walks into this service centre.

I ask again, that you serve with understanding and with a level of sensitivity to the many needs of our customers and let them know that at NIB we care.

A special thank you to our customers for your patience and understanding as we continue to work diligently to find suitable accommodations to meet your needs.

To all those who contributed in one way or another to the acquisition, outfitting and preparation of this collection centre for our opening this morning, I thank you.

As an organization, we are on the road to transformation and that journey will require some measure of change.

We must be the change we want to see in NIB.

As executive director I am ready to lead this change and I am committed to the process and as we journey together in transforming NIB.

I Thank You.