

Giving your feedback

Customer surveys

At NRMA Insurance, we are always looking for better ways to help. We strive to provide the best service in care during your claim. We welcome your feedback as this helps us improve our service to you and other customers. You may receive an invitation from NRMA Insurance to complete a customer experience survey at various points throughout your claim. These surveys provide us with important feedback about your claims experience so we know what we're doing well and how we can improve our claims service.

You may also be asked to participate in surveys conducted by the CTP Regulator, aimed to help better understand the claimant experience of the SA CTP scheme. If you have questions about customer surveys, please talk to your CTP Claims Consultant.