

# Translation and Teletype (TTY)

Chase Underwriting is committed to ensuring there is no communication barrier when dealing with our Customers which may occur due to language barriers, disability or limited literacy skills.

If Chase Underwriting are having trouble communicating with our customers, there are a number of support services we can use to communicate effectively. These services are offered to Chase's customers where required and are detailed below.

## Translation and interpreting services

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

TIS National provides interpreting assistance to enable non-English speakers to access government agencies and services, police and legal services, education, healthcare and community groups, as well as services offered by private businesses.

TIS National provides the following interpreting services:

- Immediate phone interpreting;
- ATIS Voice automated voice-prompted immediate phone interpreting;
- Pre-booked phone interpreting;
- On-site interpreting; and
- Illegal Maritime Arrival (IMA) interpreting.

The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year for the cost of a local call for any person or organisation in Australia who needs an interpreter.

Further information can be found on their website at <https://www.tisnational.gov.au/>.

## Accessibility services - Relay and Typewriter (TTY) Services

If a customer is deaf and/or they find it hard hearing or speaking over the phone, the National Relay Service (NRS) are able to assist. The NRS is available 24 Hours a day, every day (regular phone costs apply):-

Teletypewriter (TTY) Users - phone **133 677**

Voice Relay (Speak & Listen) Users - phone **1300 555 727**

SMS Relay Users - phone **0423 677 767**

For more information please visit the National Relay Service's website:

<https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>.