



2 November 2023



Kia ora 

Your Official Information Act request, reference: GOV-028672

Thank you for your email of 27 October 2023, to the Governance email asking for the following information:

ACC use the letters NTS in reports. What does NTS stand for ?

Due to the nature of your request, it was referred to OIA Services to respond under the Official Information Act 1982 (the Act).

Our response

NTS stands for Net Trust Score. It is the score taken from surveyed people (such as clients, providers, or business customers - depending on who was surveyed). The Net Trust Score is calculated by the proportion of promoters (surveyed people with a high opinion of ACC) minus the proportion of detractors (surveyed people with a low opinion of ACC).

As this information may be of interest to other members of the public

ACC may publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi

Sara Freitag
Acting Manager Official Information Act Services
Government Engagement