



The Insurance House LQ Members Facility Service Charter:

Facility Clients:

1. Phone enquiries, required response at time of call, if not possible, answered within 24 hours.
2. Email enquiries, within 24 hours of email.
3. Client Visitations, IH on a needs basis will meet with Landscape Queensland members at a location preferred for both parties.
4. Referrals to external providers, IH to refer within 24 hours of receipt of request.
5. Referral partners will be required to adhere to the above
6. Complex enquiries will be excluded from the above standards, the nature of these requests may rely on third parties, and every effort will be taken to ensure a fast resolution to the needs of the client is provided.

Corporate Clients / Income Protection:

Clients of this size and nature require a more personal contact approach. Service standards are negotiated with the client on a needs basis to ensure a favourable outcome for the client.

Insurance House and LQ, Growing Together.

Service Charter for the Landscape Queensland Members Exclusive Insurance Facility.

Insurance House are dedicated to ensuring their clients not only receive a consistent level of high customer service on but are also treated with respect and deal with brokers committed to forging a trustworthy and long-standing broker/client relationship.

In order for Insurance House to fulfill this commitment, the below service charter has been established and outlines the minimum standard of service delivery Landscape Queensland Members can expect from Insurance House brokers and support staff. The service standards have been separated into two categories in order to cater to the requirements of all Landscape Queensland members.