

Frequently Asked Questions

This page contains FAQs to provide Landscape Queensland Members with comprehensive, clear, and supportive answers regarding the new members only exclusive insurance facility.

1. Who is NQIB?

North Queensland Insurance Brokers (NQIB) have been providing tailor-made insurance solutions for individuals & businesses since 1986. Combined, the team at NQIB have over 100 years' experience servicing clients across Queensland. NQIB pride themselves on professionalism & tailored insurance solutions suitable to each client's unique needs.

2. Why has Landscape Queensland chosen NQIB as their insurance partner?

NQIB focus on education and service, not just insurance policies. By understanding client's unique circumstances, NQIB has demonstrated its ability to service members efficiently and professionally in providing customised solution designed specifically to meet the needs of our members

3. What types of insurance policies does NQIB offer?

NQIB has an insurance facility exclusive to Landscape Queensland members which includes Public Liability, Professional Indemnity, Tools of Trade and Personal Accident and Sickness insurance to offer members a broader coverage.

4. How do I apply for facility insurance?

Visit NQIB's website and under Request a Call option, enter your details and one of our friendly team will be in contact within 48 hours to discuss your specific insurance needs.

5. How do I make a payment?

NQIB accepts online payments, BPAY, pay in person at any Post Office, or via mail.

6. What do I need to do if I have a claim?

Managing your claim is an integral part of the NQIB service. You can contact NQIB's dedicated Claims team on 07 4755 6100 or by email at lodgements@nqib.com.au if you have any questions.

If you need urgent claims assistance after hours, you can contact the Claims team on 07 4426 2893.

7. What other insurance services does NQIB offer?

NQIB have access to a diversity of insurance companies giving a selection of various products, which allows us to source the most beneficial product for our clients requirements. NQIB have a range of services which include domestic insurance products, rural insurance, business insurance needs, and many more.

8. Who do I contact for inquiries on my policy?

We have dedicated members from our Claims team to assist client's concerns.

NAME	POSITION	EMAIL ADDRESS
Tim Downes	Account Executive	timothy.downes@nqib.com.au
Vanessa Jones	Account Executive	vanessa.jones@nqib.com.au
Cassandra Volker	Account Executive	cassandra.volker@nqib.com.au
Isla Paneccasio	Account Assistant	isla.paneccasio@nqib.com.au
Aimee Contor	Account Assistant	aimee.contor@nqib.com.au
Charmaine Field	Claims Manager	charmaine.field@nqib.com.au

To assist with cash flow, monthly payment plans are available.

Contact us for your insurance health check.

Ph: 07 4755 6100

landscapeQLD@nqib.com.au

PO Box 543 Thuringowa Central BC QLD 4817

557 Ross River Road Townsville QLD 4810



**Scan to
request a quote**

nqib.com.au

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NQIB North Queensland Insurance Brokers Pty Ltd

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