

NQIB and LQ: Thriving together

We are committed to ensuring our clients not only receive a consistent level of high customer service but are also treated with respect. We believe our success depends on exceeding the expectations of our clients every time.

About NQIB

North Queensland Insurance Brokers was established in 1986 to provide local insurance broking services to the people and businesses in Queensland.

We have six offices across Queensland servicing clients from Brisbane to Cairns, which means that we're here when you need assistance arranging cover, and also here if you ever need to make a claim.

The NQIB - LQ Members Facility Service Charter: Our commitment to serve you

This service charter for the Landscape Queensland Members Exclusive Insurance Facility sets out NQIB's commitment to delivering the best customer experience and providing clients with quality insurance products and services. It also outlines the minimum standard of service delivery Landscape Queensland Members can expect from North Queensland Insurance Brokers.

Availability

We offer our clients various means to contact us.

- > On phone enquiries, we commit to responding at the time of the call or within 24 hours.
- > On email enquiries, we commit to responding within 24 hours of receiving the email.

Flexibility

We understand the changing and evolving nature of the workplace and commit to being agile for our brokers and clients.

- > On client visitations, we will meet with Landscape Queensland members as needed (in person, phone call, or online) at mutually convenient locations or means.

Response times

- > On referrals to external providers, we will refer within 24 hours of receipt of request.
- > Regarding complex enquiries, we will address complex enquiries promptly, recognising that these may rely on third parties for resolution.

Transparency and Clarity

We strive to create an easy and pleasant experience for our clients by treating them fairly, openly, and honestly to forge a trustworthy and long-standing broker/client relationship.

Expertise and Professionalism

Insurance is one of the most significant means for mitigating and minimizing risks. Our Brokers are formally accredited to provide advice on all your general insurance needs.

Our Service Standard

To deliver optimal value to our clients, we strive to provide exceptional customer service through value-added relationships and source the most beneficial product for our clients' requirements.

- > Obtaining insurance quotes on your behalf.
- > Providing advice regarding your insurance program.
- > Access to upgraded products not available from direct insurers.
- > Arranging insurances on your behalf.
- > Claims lodgement and claims management services.
- > Risk Management advice.
- > Arranging premium funding on your behalf.
- > Advice on particular insurance terms, conditions, and clauses regarding their impact on you.

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

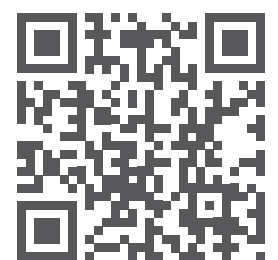
Contact us for your insurance health check.

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**Scan to
request a quote**

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NQIB North Queensland Insurance Brokers Pty Ltd

Important note: These types of insurances are issued by various insurers and can differ. Deductibles, exclusions, and limits apply. This general information does not take into account your specific objectives, financial situation or needs. We recommend that you consider the suitability of this general advice before acting on it. You should consider the relevant product disclosure statements, policy wordings and Financial Services Guide from Grange Insurance Solutions before making any decision to purchase a financial product.