



North Queensland Insurance Brokers - Service Agreement

Our Services

We can provide you with the following services:

Pre-placement services

- Help you identify and assess your risks and develop a proposal to submit to potential insurers.
- Prepare underwriting submissions.
- Seek insurance quotes.
- Negotiate terms with existing insurers and with alternative insurers.
- Review policy wordings.
- Advise and make recommendations as to your insurance requirements.

Insurance placement and premium financing

- Place the insurances agreed upon.
- Confirm the placement and renewal of the insurances to you.
- Invoice and collect premiums.
- Review your insurance arrangements:
 - when you inform us about material changes to your circumstances;
 - at the time of any scheduled Status Reviews as agreed with you;
 - upon renewal of your insurances.
- Facilitate policy changes and/or cancellations as per your instructions.
- We will take reasonable steps to provide you with renewal terms at least fourteen (14) days prior to expiry of your existing policy. Where we are unable to do so we shall contact you at least (14) days prior to expiry of your existing policy/policies, to update you on our preparation of your renewal and to discuss any additional information required and/or obstacles that we have encountered in arranging renewal.
- If required, assist you with any Insurance Premium Funding needs.

Claims services

- If required, assist you to manage any claims you may need to make:
 - we will prepare and manage your claim.
 - liaise with repairers, assessors, consultants, and other claims service providers.
 - where practical attend claims assessments and meetings with claims service providers.
 - we will advocate on your behalf during the claims process.
 - in the event you terminate our appointment as your insurance broker we will provide details of any claim(s) to your new insurance broker, so that they may continue to negotiate settlement, on your behalf.

Premium funding

Premium funding products enable you to pay your premiums by installments when this is not an option directly with your insurer. Premium funders do charge interest and they take a power of attorney over your insurance policy as they have paid the premium to the insurer in advance, in full, as required at the beginning of the policy period.

We can arrange premium funding on your behalf if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment before or at the time the premium funding is arranged.

Our Payment Terms

Invoices

We will invoice you for the premium, statutory charges (e.g. stamp duty and fire services levy) and any fees we charge for arranging your insurances. You must pay us within:



NQIB

Insurance Brokers

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- 14 days of the date of the invoice or if a later due date/timeframe is noted in our correspondence, that date/timeframe;
- or, in the case of a renewal, before the expiry date of the contract of insurance.
- We will retain our broker fee and pro-rata commission earned and may charge a cancellation fee in the event of a mid-term cancellation.

If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short-term penalty premium for the time on risk.

Credit card fees

If you pay by credit card, we may charge you a non-refundable credit card fee. This fee will be shown on your invoice and reimburses us for the bank interest, extra charges/costs and time incurred by us when providing credit card facilities.

Yours sincerely,

North Queensland Insurance Brokers Pty Ltd