

FAQ

1. Who do I contact now?

From 25th May, your primary contact in relation to your insurance will now be:
Sam Healey
M | 0439 983 710 O | 07 3630 1823
E | samh@avisoeia.com.au

2. What does this mean for my renewal?

Your policy will renew at the same time as usual and we will be in touch approx. 3-4 weeks prior with the new terms. You will receive your renewal from an @avisoeia.com.au email address, most likely from Sam. Check your inbox for your renewal documents around that time as well as the junk or spam folder, as depending on your mail server settings, emails may inadvertently go there on occasion.

3. How do I claim?

The process for claiming is not changing. Simply give us a call at Aviso EIA and we will walk you through the lodgment process. If you have a claim currently in progress, expect a call from our dedicated claims team for an update shortly.

4. Why should I trust Aviso EIA?

Like NEIB, Aviso EIA has been operating for over 20 years. During this time, Aviso EIA has grown and adapted to continually meet and exceed our clients' expectations. We are an established brokerage with more than 45 staff, multiple branches and a national reach.

5. When does the change take effect?

You will notice the change on your insurance correspondence after 25th May.

6. Will my policy be changing?

7. Not necessarily, Aviso EIA is a member of the Steadfast group like NEIB and holds association with all current insurers on the NEIB panel. This means on your renewal Aviso EIA are able to offer the same cover that you currently hold. We will review your cover with you prior to the renewal date and continue to arrange insurance for you that is suitable for your circumstances.

8. What types of insurances do Aviso EIA offer?

A huge array of covers are available through Aviso EIA. From business insurance to marine, domestic through to transport and logistics. Aviso EIA acts as a one stop shop for all of your general insurance needs and works closely with partners in life insurance if this is something you find yourself needing to review.

Head Office

Phone 07 3630 1823

Email insurance@avisoeia.com.au

Unit 9, 35 Paringa Road,
Murarrie QLD 4172

Brisbane | Gold Coast | Byron Bay | Coffs Harbour | Kempsey | Port Macquarie | Hunter Valley

avisogroup.com.au