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Suncorp finalises half of all Cyclone Debbie claims

Three months since Tropical Cyclone Debbie made landfall, Suncorp has finalised more than half of all claims from Queensland and northern New South Wales.

Suncorp has so far received nearly 19,000 claims from residents and businesses in north and south-east Queensland, and northern NSW. More than 9000 home claims have been finalised either by completing repairs or by cash settling customers.

Suncorp's Chief Executive Officer Insurance Anthony Day said home claims, in particular, were being completed faster than they had been following previous cyclones such as Yasi in 2011 and Marcia in 2015.

"Despite the enormity of the event across two states, Suncorp has been able to effectively deploy resources to finalise around 100 claims a day," Mr Day said.

"When you compare this progress to the same timeframe following Cyclone Yasi in 2011, we're finalising claims twice as fast.

"This demonstrates Suncorp's scale and capacity to respond quickly to severe natural disasters, which helps our customers recover as soon as possible.

"We've had thousands of claims managers, assessors and trade suppliers on the ground supporting customers and helping impacted communities rebuild."

Mr Day visited Proserpine and Airlie Beach this week to inspect the progress of repairs and meet with affected customers.

"It's been a very tough time for these communities, but it's wonderful to see the resilience and strength of north Queenslanders as the recovery process continues. It's also been terrific to meet with customers who have been able to return to their homes," Mr Day said.

"There is still much work to be done as many people are still dealing with the aftermath of the cyclone. Our customers can be rest assured that Suncorp is committed to helping them and finalising their claims as quickly as possible."

Claims and repair statistics are included the next page.

Suncorp claims progress from Tropical Cyclone Debbie (as of 30 June 2017)

Home claims received	15747
Motor claims received	1758
Commercial property claims received	1332
Commercial motor claims received	84
Total claims	18921
Full or partial cash settlements paid for Home claims	7777
Number and percentage of claims finalised	9845 (52%)
Repair jobs lodged	9002
Repairs completed	1512
Number of local trades/suppliers used	367

Ends

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