

5 November 2025

## Hail impacted communities on alert for Disaster Chasers

---

Residents in hail and storm impacted communities should be on alert and wary of disaster chasers who are actively doorknocking and leafleting to sell their services, which may be for a fee.

Suncorp Acting Executive General Manager Home Claims Customers Cath Stewart said homeowners should be mindful that some third party businesses may approach them after severe weather, and could present themselves in a way that may be confused with their insurer. She encourages customers to always check who they are dealing with and to contact their claims manager directly if unsure.

“It is important for households and businesses affected by the recent weather to be cautious of individuals or companies offering clean-up or debris removal services, roof inspections and repairs, or if they are asking to sign a contract to manage the claim. These businesses typically charge fees, which can lead to additional costs,” Ms Stewart said.

“Our claims managers, assessors and builders are here to guide you through the claims process from lodgement, through to damage assessment, and completing your home repairs.

“Third party claims representatives often door-knock, leave letters and leaflets, send SMS messages and advertise on social media offering services shortly after a weather event or even months later.

“They do not work for Suncorp and may request a fee for their services, including offering to help you lodge your claim and manage repairs. Your insurance policy does not cover fees or services provided by third party claims representatives. Our guarantee on repairs does not apply to work that we do not authorise and arrange.

“Before agreeing to any repairs or rebuilding work consider contacting your insurer to confirm you are covered. If you're unsure who you are dealing with, ask to see identification such as a builder's licence or driver's licence and contact your insurer for verification.”

### How to identify third party claims representatives

- Visits to your home: Third party claims representatives may visit your home without contacting you first. Our assessors, builders or claims managers will visit your home after we have agreed a date and time with you.
- Requests for fees: Third party claims representatives may request a fee for their services. We will not ask for payment in addition to your excess to manage your claim or to repair your home using our builders or suppliers.

### We are here to help

Suncorp's Customer Support Teams and Mobile Disaster Response Hubs are rotating [through Bellbowrie, Mt Ommaney, Redbank, Bundamba and Esk](#) throughout this week. This enables impacted customers to meet with Suncorp's team members in person to lodge their claim and access emergency support.

For more information, visit our guide: [www.suncorp.com.au/thirdpartyclaimsreps](http://www.suncorp.com.au/thirdpartyclaimsreps)

### MEDIA CONTACT

**Name:** Jarvis Schwager **Phone:** 0402 941 137 **Email:** [media@suncorp.com.au](mailto:media@suncorp.com.au)

---