

1 February 2026

Suncorp CEO joins bushfire recovery effort to prioritise local bushfire claims

Suncorp CEO Steve Johnston and Chief Executive Consumer Insurance Lisa Harrison will visit Harcourt in regional Victoria today to meet with families impacted by the recent bushfires as local recovery efforts continue.

Over the past fortnight, Suncorp teams and Mobile Disaster Response Hubs have been on the ground in the community to assist impacted families with their claims and ensure that recovery gets underway.

“Our teams have been active on the ground in Harcourt for the past two weeks, working directly with affected families to help them lodge claims and accelerate recovery efforts,” Mr Johnston said.

“Some of the families we are meeting with today have lost everything they own, including deeply personal items that no amount of financial compensation can ever truly replace.

“One customer had just completed a major renovation of his home, a project he and his family had long dreamed of finishing. To see years of planning and hard work destroyed so soon after completion is particularly devastating for them.”

To date, Suncorp has received 300 claims for the Longwood and Harcourt bushfires. Across these affected regions, the insurer has recorded 185 claims for home and 119 for motor.

Mr Johnston, who is also the Chair of the Insurance Council of Australia, said Suncorp was working closely with the Victorian Government and local councils to coordinate the recovery and clean-up of the community.

“We are collaborating with all recovery agencies to ensure impacted families can re-establish their lives as quickly as possible, with Suncorp builders currently on the ground coordinating the removal of debris and preparing land for the rebuilding phase,” Mr Johnston said.

“While we acknowledge this will be a significant recovery undertaking for the community, we stand ready to support our customers and the community through this process.

“We are prioritising claims for those impacted in these fires and encouraging all those impacted to contact their insurer to get this process started.”

ENDS

- Suncorp CEO Steve Johnston is available for interviews between 1pm and 2pm on Sunday, 1 February.
- For photos of the bushfire [click here](#).

Media contact: Kate Davies | 0419 723 196 | media@suncorp.com.au