

Friday, 12 December 2025

Suncorp mobilises across four states supporting bushfire and hailstorm affected customers

Suncorp has deployed teams across four states to assist customers impacted by recent storms in Queensland, New South Wales and South Australia, and bushfires in Tasmania and New South Wales.

Chief Executive Consumer Insurance, Lisa Harrison said Suncorp had received a small number of bushfire claims related to the recent fires and mobilised quickly to provide emergency support for customers.

“Some of these customers have lost everything in the fires, so it’s vital that we are there to provide them with emergency support, accommodation and ensure we can begin the recovery process,” Ms Harrison said.

“We are actively monitoring fire activity across multiple states and will deploy our people when it’s safe to access those communities.”

Queensland hail and storm recovery in full swing

In Queensland, three of Suncorp’s [Mobile Disaster Response Hubs](#) are on the ground across the South East to support those affected by a series of hailstorms that struck between 21 and 27 November – one of the largest storm events in the state’s history. This week the hubs are supporting customers in Bongaree, Shailer Park, Tingalpa and Cornubia.

The mobile hubs provide impacted customers a physical space to meet with Customer Support Teams to discuss their claims, access emergency cash, arrange make safes and temporary accommodation.

Since the series of storms struck, Suncorp has received more than 18,000 claims, including 10,000 home and 7,700 motor claims, with assessments, emergency repairs and bookings well underway.

Ms Harrison said the insurer had sent more than 126,000 proactive text messages to support customers with information on emergency repair guidance, on-the-ground location updates, and safety and preparedness.

“We’ve completed almost 3,000 emergency home repairs and captured more than 300km² of aerial imagery to support proactive damage identification and targeted customer assistance,” she said.

“More than 70 per cent of motor claims lodged have now been assessed and repairs have commenced. We have also replaced more than 900 glass windscreens in less than three weeks.

“The technology in our Disaster Management Centre allows us to be more proactive ahead of weather hitting and respond even faster once the impact has been felt. Being a standalone general insurer headquartered in Queensland puts us in the best place to support the needs of our customers.

“We can scale up our teams as needed to ensure we have the appropriate capacity to support our customers when they need us most. This week, we had some of our assessors from New Zealand fly in to lend a hand – a great advantage of having teams across the Tasman.”

Ms Harrison said home and car repairs were being booked in as soon as practical, noting some customers were choosing to have their repairs booked in after the holiday period.

To stay across the latest hub locations, please check here: [Customer Support Team Locations | Suncorp](#)

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