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Suncorp responds after supercell storms strike SE QLD and Northern NSW

Suncorp has boots on the ground throughout south-east Queensland and northern New South Wales to support customers and communities impacted by several intense supercell thunderstorms over recent days.

The insurer rapidly activated its Disaster Management Centre in Brisbane, with Customer Support Teams now deployed to regions impacted by the supercell, which brought large hailstones, measuring up to 13 centimetres, as well as severe winds.

As of 1pm, more than 6,890 claims have been received across the two regions, more than 3,060 home and 3,700 motor claims.

The top 10 most impacted areas include Beenleigh, Shailer Park, Manly West, Cornubia, Capalaba, Loganholme, Keperra, Wynnum, Birkdale and Alexandra Hills.

Suncorp Severe Weather Meteorologist Andrew Bufalino said yesterday's supercell outbreak was triggered by a similar weather pattern that produced other historic events such as the 2008 Gap Storm and the 2014 Brisbane Hailstorm.

"The largest hailstones and most substantial impacts occurred along a corridor from Logan Village through Burbank and Manly, where highly dense and spherical hailstones between eight and thirteen centimetres were observed," Mr Bufalino said.

"While giant hailstones were the defining hazard of this event, damaging wind gusts were also recorded. Gladstone observed a wind gust to 120 kilometres per hour, while Brisbane Airport recorded a wind gust to 107 kilometres per hour, with many locations reporting toppled trees and powerlines."

Suncorp Acting Executive General Manager Home Claims Customers Cath Stewart encouraged impacted customers to lodge their claim online as soon as possible, even if you don't know the full extent of the damage.

"This helps us organise support for customers sooner and helps us manage emergency repairs," Ms Stewart said.

"Our team are working hard to respond to every customer as quickly as possible. We understand how stressful this time is for everyone affected, and we appreciate your patience and understanding while we work through the high number of claims received in such a short period."

Suncorp is also warning homeowners to be cautious of disaster chasers—unauthorised third parties who actively approach residents shortly after severe weather events and could present themselves in a way that may be confused with their insurer.

"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," Ms Stewart said. "These businesses typically charge fees, which can lead to additional costs."

How to identify disaster chasers:

- Visits to your home: Our assessors, builders or claims managers will visit your home after we have agreed a date and time with you. However, disaster chasers may visit your home without contacting you first.

- Requests for fees: 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. However, disaster chasers may request a fee for their services.

For more information, visit our guide: www.suncorp.com.au/thirdpartyclaimsreps

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