

Tuesday, 21 April 2026

Suncorp deploys Mobile Hubs across SEQ for 10-week claims support initiative

Insurer Suncorp has mobilised employees and resources, launching a 10-week claims support initiative in Southeast Queensland to accelerate progress on extreme weather claims.

All five of Suncorp's Mobile Disaster Response Hubs will remain in communities through to June, supporting customers and businesses affected by ex-Tropical Cyclone Alfred and the Southeast Queensland hail events.

The Hubs will visit 18 communities across the region, where specialist teams will offer face-to-face support for complex claims and those in the early stages of repair.

Suncorp Chief Executive Consumer Insurance Lisa Harrison said the insurer was committed to delivering for its customers and communities.

"We know it's a challenging period for our customers amid ongoing inflationary and every day cost of living pressures, made worse by fuel supply and rising costs," Ms Harrison said.

"We are working closely with our builders and car repairers to monitor the impacts of the Middle East conflict and tradie shortages.

"Right now though, we are committed to deploying our people and resources in some of the hardest-hit communities to progress claims and help people recover."

The Mobile Disaster Response Hubs were recently in Tingalpa and Tweed Heads and have this week moved to Capalaba and Currumbin, where they will be located through Friday, 24 April.

"We're seeing strong progress on claims so far, with in-person conversations resolving issues and reassuring customers," Ms Harrison said.

"Claims for ex-Tropical Cyclone Alfred are almost complete, with a positive 95 per cent now closed, representing the vast majority of claims from this event. We are prioritising the remaining more complex claims, and ensuring our customers know we are here until the job is done.

"By placing our people on the ground and providing face-to-face conversations, we can progress claims and help impacted families return to normal life sooner."

While the Hubs visit communities over the next 10 weeks, Suncorp's digital, phone, and case management services will continue to provide ongoing support.

Visit [Customer Support Team Locations | Suncorp](#) to see where the Disaster Mobile Response Hubs will be located.

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