

Wednesday 3 December, 2025

Suncorp launches major hail repair drive-through centre after storms

A major response effort is underway as Suncorp today opens a Mass Assessment Centre in Eagle Farm, Brisbane, to process the thousands of vehicles damaged by the severe hailstorms that lashed South-east Queensland and Northern New South Wales last week.

The insurer is responding to more than 6,500 vehicle claims following the severe weather event that occurred between November 21 and November 23.

The new centre, located in Eagle Farm, is designed to speed up the claims and repair process, aiming to assess about 500 cars daily, with expert windscreen, panel beaters and painters on-site.

Using high-speed techniques like paintless dent removal, expert panel beaters and painters will complete minor repairs quickly, getting customers back on the road faster.

Suncorp Head of National Assessing, Martin Culnane said the extent of damage to cars ranged from minor dents to severe structural damage.

"We've seen a variety of damage in this event, from minor dents caused by pea-sized hail to much more severe structural and panel damage caused by hailstones the size of cricket balls, and even bigger," Mr Culnane said.

"The velocity of this storm caused significant impact, and we are seeing some cases where the force of the hail has been severe enough to require panels to be repainted and glass roofs and windows to be replaced or repaired."

The Eagle Farm Mass Assessment Centre will operate weekdays from 7.30am to 4pm and Saturday from 8am to 12pm. The centre is scheduled to remain open until Friday, December 12, 2025. Suncorp customers are encouraged to lodge their claim online and a Suncorp representative will be in contact to make an assessment booking time.

In addition to the drive-through centre, Suncorp's Customer Support Teams and [Disaster Mobile Hubs are in Beachmore, Priestdale, and Bongaree](#) today. These hubs provide a safe and comfortable space for customers to discuss claim progression, receive emergency payments, and access general support.

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