

10 April 2024

Suncorp on the ground to assist with NSW severe weather event

Suncorp Group is responding to the impacts of widespread rain and flooding across New South Wales with the damage able to be assessed as flood waters recede.

Executive Manager, Disaster Management Lilly Broodbank said the insurer, including brands AAMI, GIO and Apia, have received around 2,700 claims lodged from the intense rain and storms last week, with more than 2,100 of those for homes.

“By far the most impacted suburbs from claims are North Wollongong, followed by Corrimal and Woonona, with damage mainly from rain, flooding and storm surge,” Ms Broodbank said.

“Safety is always the number one priority and this week when evacuation orders began to be lifted, residents have returned to their homes to assess the damage and begin the clean-up.

“Our teams have been making proactive welfare calls and getting as much information out to customers on what to do to get the claims process underway as quickly as possible, so we can help them through these often, heartbreaking times.

“Our claims contact centres are available 24/7 to make sure our customers have the support they need, and our assessors are on the ground in the hardest hit areas.

“From Thursday our Customer Support Teams will be at the Recovery Hubs in the north and south of Wollongong to help customers face to face.”

Ms Broodbank said once a claim is lodged, our team can arrange temporary accommodation, make emergency payments if needed and help arrange emergency repairs.

“If customers had not yet contacted their insurer, they should do so as soon as possible to start the recovery process,” she said.

“It’s always heartbreaking to see yet another natural disaster, but we want to assure our customers we will be there every step of the way to help them recover.”

What to do if your home has been impacted by flooding:

- Impacted customers can easily lodge their claims online for any of our insurance brands, including Suncorp Insurance, GIO, AAMI, Apia and Shannons. You don’t need to be at home or have a copy of your policy to lodge your claim – we will have your details.
- If your home is damaged and you can safely access, you don’t need to wait for an insurance assessor to come to begin cleaning up.
- Make a list and take photos of damaged items, including model numbers, to help us replace them.
- Keep your home as ventilated as possible.
- Remove wet contents (carpets, curtains etc) but take photos.

Additionally, Suncorp Bank is here to support any customer impacted by the current weather events. Affected customers are urged to first prioritise their safety, and to contact Suncorp Bank on 13 11 55 to discuss support options available to them.

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