

9 March 2025

Suncorp is scaled up and supporting customers impacted by ex-Tropical Cyclone Alfred

Suncorp is scaled up and supporting customers impacted by ex-Tropical Cyclone Alfred across south east Queensland and northern New South Wales.

Suncorp Chief Executive Consumer Insurance, Lisa Harrison, said the insurer's people and partners were mobilised and have begun emergency repairs and offering immediate customer support.

"We are well prepared for this event. Our teams are already scaled up and assisting customers, while our builders are focused on emergency repairs," Ms Harrison said.

"Our dedicated customer support teams and assessors will be on the ground as soon as it is safe. Everyone must remain mindful of safety before heading outside in impacted areas."

"There are significant power outages across the region, and we expect more heavy rain today, so it is too soon to know the full extent of what we will be facing in the weeks and months ahead."

As at 11am Sunday 9 March, Suncorp had received more than 1,200 claims, including 1,100 for home, 55 for motor. The most impacted suburbs to date have been Upper Coomera, Banora Point and Ashmore.

Ms Harrison reiterated messages from emergency services, saying community safety remains the number one priority as the weather, and impacts from ex-Tropical Cyclone Alfred are still unfolding.

"We ask everyone to continue to put safety first, remain alert and listen to warnings and advice. Stay away from impacted areas – particularly if there has been flooding or fallen powerlines – until access has been approved by emergency services," she said.

Suncorp Executive General Manager Home Claims Alli Smith said the fastest way for customers to lodge their claim is online 24/7. Once a claim is lodged, Suncorp can arrange emergency repairs and temporary accommodation if needed.

"Customers don't need to be at home or have a copy of their policy to lodge your claim – we will have their details. The sooner you contact us, the sooner we can start the recovery process," Ms Smith said.

"We have a large pool of local and national builders and contractors available to respond. These professionals will be able to make emergency repairs to homes and businesses so people can return safely."

"If your home is damaged you don't need to wait for an insurance assessor to come to begin cleaning up, we encourage customers to remove wet contents, linen and carpets as soon as possible and keep their home as ventilated as possible. Please take photos of all damage – this will help us speed up your claim."

TV GRABS: Suncorp Executive General Manager Home Claims Customer Alli Smith

What to do if your home has been impacted



- Impacted customers can easily lodge their claims online for any of Suncorp's insurance brands, including Suncorp Insurance, 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.
- Our claims contact centres are also available 24/7 to provide support.
- If your home is damaged and you can safely access, you don't need to wait for an insurance assessor to begin cleaning up. Simply make a list and take photos of damaged and wet items, including model numbers, to help us replace them.
- Keep safety as your number one priority – ensure there are no safety risks before entering your property and only return once emergency services have given the all-clear.
- If water has entered your property, do not turn on electricity until inspected by a licensed electrician.
- Keep your home as ventilated as possible.

ENDS

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