

17 March 2025

Suncorp announces additional support for communities impacted by ex-Tropical Cyclone Alfred

With recovery efforts now in full swing, today insurer Suncorp announced additional support with a \$500,000 community recovery package to help build back better following ex-Tropical Cyclone Alfred.

The recovery package includes a \$200,000 contribution to the Australian Red Cross Cyclone Alfred Appeal to provide immediate support, and \$300,000 for the Foundation for Rural & Regional Renewal (FRRR) to fund community-led initiatives that aid in long-term recovery efforts.

As the insurer focuses on helping customers get back on their feet, Suncorp CEO Steve Johnston said providing funds to support long-term community-led recovery was crucial to build back stronger and safer.

"We are proud to support two organisations working directly with impacted communities to aid in both recovery and rebuilding efforts, as well as immediate support for essentials supplies and services," Mr Johnston said.

"We have worked with FRRR since 2021 to support communities right across Australia to build back better after extreme weather events. Communities are best placed to steer their own future which is why our partnership empowers locals to come together to identify and design local solutions.

"While the debris is cleared, our work has only just begun. We need to act swiftly to support individuals, businesses and community members as they navigate this challenging time.

"We have assessors and builders actively working across the 33 affected local government areas and have established customer support teams in community recovery centres. Our Mobile Disaster Response Hubs are in Milton Suncorp Stadium and South Tweed Heads, where our teams are ready to assist customers with their claims and provide the necessary support face-to-face.

"We understand the urgency of getting people back in their homes as quickly and smoothly as possible."

As of Monday 17 March, more than 20,700 claims have been lodged including around 19,000 for homes. This includes over 6,000 food spoilage claims that have already been finalised, meaning customers have money in their bank account to replace food in their fridges and freezers immediately.

Mr Johnston said the insurer was also continuing to support North and Far North Queensland communities following intense rainfall and flooding in February.

"Since the event our assessors and builders have remained focused on progressing claims and carrying out repairs. Suncorp's customer support team will be back on the ground in Ingham this week, meeting with customers face-to-face to discuss their claim and answer any questions."

Impacted customers can visit one of customer support teams across the affected regions: [Customer Support Team Locations | Suncorp](#).

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