

28 October 2025

Suncorp mobilises in storm-impacted Queensland

Insurer Suncorp has deployed its Customer Support Team and builders to regions impacted by Sunday's severe weather.

Suncorp's Mobile Disaster Response Hub arrived in [Bellbowrie and Mount Ommaney](#) this morning, enabling impacting customers to meet with team members in person to lodge their claim.

As of 11.30am, Suncorp had received almost 4,000 claims across the impacted region in southeast and inland southern Queensland, with about 1,800 home claims and 2,100 motor claims.

Suncorp Acting Executive General Manager Home Claims Customers Cath Stewart said the priority right now was speed and safety.

"The hail and wind damage was destructive, so we are working quickly and aiming to reach as many customers as soon as possible," Ms Stewart said.

"Our team is on the ground right now inspecting damage and working with our builders to secure roofs and windows to prevent further damage while repairs are planned.

"While Queenslanders are resilient and used to extreme weather, a sudden hailstorm can be particularly frightening.

"We encourage those impacted to lodge a claim online as soon as possible so we can get their claim started and help them get back on their feet again."

Suncorp's Disaster Management Centre's Severe Weather Meteorologist Andrew Bufalino said southeast Queensland and northern New South Wales residents should prepare for more significant weather in the coming days.

"A renewed period of severe thunderstorm activity is expected to develop across southeast Queensland and northeast New South Wales from Thursday, with conditions most active over the weekend," Mr Bufalino said.

With this forecast in mind, Ms Stewart encouraged homeowners to prepare now.

"Being prepared reduces the risks and can make all the difference when disaster strikes," Ms Stewart said.

"We encourage every homeowner to think ahead, make a plan, and make sure your insurance is up to date.

"Simple resilience around the home, like clearing gutters, trimming trees and making sure no loose items are left outside can make a huge difference to the recovery."

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

- Impacted customers can easily lodge their claims online for any of our 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.

- 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.
- Take care when walking around your property as hail can shatter glass, leaving small shards in grass and outdoor areas.

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