

26 May 2025

Suncorp on the ground assisting flood-affected communities

Suncorp is scaled up and supporting customers impacted by flooding across the New South Wales Mid North Coast and Hunter regions.

Suncorp CEO Steve Johnston said the insurer's people and partners were on the ground doing emergency repairs and offering immediate customer support across impacted regions.

"Our teams are already scaled up and assisting customers over the weekend with proactive welfare calls, while on the ground our builders are focused on emergency repairs and our assessors are surveying the damage," Mr Johnston said.

"Our dedicated Customer Support Teams will be on the ground at multiple Recovery Centres, with Mobile Disaster Response Hubs set up in Taree and Port Macquarie to offer face-to-face support. Customers can lodge claims, access emergency payments, and arrange temporary accommodation on site."

To stay up to date with the location of Suncorp's Customer Support Teams and Disaster Response Mobile Hubs, please see [here](#).

As of 9:30am, 26 May, the insurer, including brands Suncorp Insurance, AAMI, GIO, Shannons and Apia, had received more than 1,300 claims related to the significant weather event, including more than 1,000 for homes.

Taree, Port Macquarie and Gosford have been the most impacted locations according to claims numbers.

Mr Johnston said Suncorp's team was handling the claims volumes well, and its builder repair network was already mobilised and commencing emergency repairs where safe to do so.

"Our thoughts are with the community at this difficult time, and we ask everyone to continue to put safety first. Stay away from impacted areas until access has been approved by emergency services," he 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 as 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," Mr Johnston said.

"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 process your claim."

What to do if your home has been impacted

- Visit [Support After Severe Weather Events | Suncorp](#) for how to lodge a claim.
- You don't need to be at home or have a copy of your policy to lodge your claim – we will have your details.

- Ensure there are no safety risks before entering your property. 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.
- 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.
- To help prevent mould, remove wet carpets, rugs and furniture as soon as possible. Increase airflow using air conditioners (set to dry mode), dehumidifiers, or open windows where safe. Moisture absorbers can assist in smaller areas. Consider a professional mould cleaning service for long-term results. Click here for more information: [How To Minimise Mould | Suncorp Insurance](#)

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