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## Suncorp supporting customers impacted by NSW extreme weather

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Suncorp, including its brands GIO, AAMI and Apia, is responding to customers impacted by flooding in the New South Wales Mid North Coast and Hunter regions.

The record-breaking weather situation has resulted in flooding across multiple communities and catchments with thousands of residents isolated and without power.

As of 9am today, Suncorp had received 317 claims related to the heavy rain and flooding across Taree, Port Macquarie, and Wallsend. Claim volumes are expected to rise further as impacted residents return home and assess the full extent of the damage.

Suncorp Chief Executive Consumer Insurance Lisa Harrison said the insurer was well prepared to support customers, with Mobile Disaster Response Hubs, assessors and builders on standby to be deployed.

“Our Disaster Management Centre is fully activated, and we are assisting our impacted customers as this challenging event unfolds,” Ms Harrison said.

“Suncorp’s disaster management team is actively monitoring the weather system in real-time to ensure the appropriate resources are in place, with additional employees locally and across Australia ready to assist.

“We have robust capacity within our supply chain to respond to this quickly and efficiently, and our teams are ready to be on the ground in impacted communities as soon as it is safe to do so.

“We anticipate claims number to rise as the event unfolds, but our teams are ready to respond.

“Our thoughts are with the community at this difficult time, and we encourage them to listen to emergency services.

“Customers can lodge a claim online 24/7, even without a copy of their policy – we will have their details. The sooner impacted customers contact us, the sooner we can start their recovery process.

“Once a claim has been lodged, our team can coordinate emergency repairs - when it is safe to do so - along with emergency payments and temporary accommodation for homes that are unliveable.”

### See below information on what to do following the event:

- 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.
- Keep your home as ventilated as possible. Remove wet contents (carpets, curtains etc) but take photos.

**ENDS**

**Media contact:** [media@suncorp.com.au](mailto:media@suncorp.com.au)