

Our home claims process for North Queensland floods

February 2019

Suncorp and our building partners are working together to help you get back into your home in the shortest possible time. The following stages help explain what you can expect to see throughout this claims process.

1.

Returning Home First Response

Once it's safe for you to return to your home, we've got you covered.

The valuables you have rescued from your home, if they are unaffected by water, can be kept in a container we will provide on-site.

If you have any wet items in your home, you can help with the recovery process by removing them and making a list of your damaged items.

Remember to take photos of anything you remove from your home prior to us attending.

2.

Beginning the clean up Making it safe

Electricity will be turned off to keep you safe and enable our team to begin the clearing process.

We will begin clearing the wet elements from your home, removing wet carpets and floating floor material together with mud and remaining flood water.

To aid in the natural drying of your home, if deemed necessary, our authorised repairers may drill holes along the floor on all internal walls.

3.

Assessing the damage Scoping repairs

You will meet our team on-site, consisting of a Assessor and Builder.

Together, we will walk through your home to assess the damage and determine what can be saved.

At the end of the process we will provide you with a scope of work and building repair value for your consideration.

4.

Preparing for repair Paring back

When you have agreed to the scope of work, our team will begin preparing your home for repair.

Your home will have the water affected elements removed, supporting the natural drying process, which will take time.

Finally, to ensure your home is clean, we will sanitise walls, floors and wall cavities.

5.

Returning home Moving back in

You will be able to move back home once our team has completed repairs.

We will keep you up to date on progress.

We are with you from start to finish, and your dedicated Client Manager is available to help answer your questions.

Need to lodge a claim?

Lodge online at [Suncorp.com.au](https://www.suncorp.com.au) or call 13 25 24

