



ONE HOUSE

TO SAVE MANY

Build it Back Better®

- Suncorp Home Insurance now provides up to \$10,000 to help improve the resilience of our customers' homes.
- Known as Build it Back Better, this additional cover gives eligible customers the ability to choose from a range of options designed to improve the home's resilience to natural hazards, water damage, fire and theft.
- Build it Back Better is in addition to other allowances provided under the Suncorp Home Insurance product (eg for Removal of Debris) and will be available on policies effective from or after 25 March 2021.
- Customers can access Build it Back Better when:
 - A claim for loss or damage to the home is covered;
 - The assessed quote to repair or rebuild exceeds \$50,000 or 10% of the sum insured, whichever is the higher amount;
 - A member of our supplier network is able to carry out the authorised repairs or rebuild; and
 - The home does not already have the resilience option.
- A range of resilience options will be offered to the customer to the value of between \$5,000 - \$10,000 (depending on the level of cover) of the net cost of purchase and installation.

Customer insights

Recent research with homeowners conducted on behalf of Suncorp Insurance found:



Only 12% see Australia as well prepared for future natural disasters, compared to 51% who believe we are not well prepared.



When it comes to building codes covering natural disasters: 11% say they do this well, 30% say somewhat well, 59% say not very well.

The research surveyed a nationally representative sample of 1195 Australian homeowners aged 18+ and was conducted by Kantar on 4-15 March 2021 on behalf of Suncorp Insurance.

Examples of how Build it Back Better can be used

Upgrades to damaged parts of a building

- A home suffers significant damage during a cyclone including to a number of windows and doors
- Resilience options could include installing cyclone shutters or steel frames to damaged windows or doors

Upgrades to non-damaged parts of a building

- A home in a high risk bushfire area is damaged due to an escape of liquid insured event
- Resilience options could include replacing all flexi hoses throughout the home, as well as installing roof sprinklers

Examples of resilience options



Cyclone and storm

- Swap existing materials for more resilient materials (eg tiles instead of carpet)
- Install cyclone washers and roof sarking
- Install cyclone shutters / metal roller blinds / garage door bracing



Flood

- Swap existing materials for more resilient materials (eg tiles instead of carpet)
- Raise external services around the home (eg air conditioning units, hot water system, pool pump)



Bushfire

- Install metal gutters and metal gutter guards with apertures less than 1.8mm
- Install draught stoppers for windows and doors
- Install roof sprinklers



Working claims

- Replace and install all flexi hoses in the home
- Install solid core doors or upgrade deadlocks

The above are examples only. Resiliency building enhancements will be discussed with eligible customers who meet the claim requirements and will be dependent on the level of cover they hold.