

UNDER EMBARGO 31 March 2023

Money down the drain

Suncorp warns 24 hours is all it takes for a burst flexi-hose to flood your entire home these school holidays

Flexi-hoses Claims Data

Data Insight	National	QLD	VIC	NSW	ACT	SA	WA	TAS	NT
Flexi-hoses responsible for water damage claims.*	8%	8%	7%	11%	7%	6%	9%	5%	4%
Claims costs involving flexi-hoses.*	More than double the cost vs regular burst pipe	More than double the cost vs regular burst pipe	More than double the cost vs regular burst pipe	Almost double the cost vs regular burst pipe	More than double the cost vs regular burst pipe	One and a half times the cost vs regular burst pipe	More than double the cost vs regular burst pipe	More than double the cost vs regular burst pipe	More than double the cost vs regular burst pipe
**Spike in flexi-hose related claims costs during March and April	26%	22%	57%	17%	12%	27%	1%	67%	60%

Notes to Editor

*Suncorp Group claims data from 1 January 2022 – 31 December 2022 analysed more than 23,000 home claims involving water damage.

**Suncorp Group claims data over the past five years to 31 December 2022 analysed more than 141,000 home claims involving water damage.

Flexi-hoses Consumer Research

Question	National	NSW	VIC	QLD	WA	SA
Don't know what a flexi-hose is	47%	44%	54%	46%	47%	46%
Don't know where to locate flexi-hoses in my home	20%	20%	22%	14%	18%	31%
Have experienced flooding/ water damage within my home.	25%	26%	24%	25%	24%	25%
Don't know how to reduce the likelihood of water damage in my home from a burst flexi-hose.	81%	78%	84%	76%	82%	90%

Believe flexi-hoses never need to be replaced, unless they burst.	13%	12%	13%	12%	18%	15%
Unsure when flexi-hoses need to be replaced.	35%	36%	36%	35%	23%	38%
Do not realise that it can take as little as 24 hours for an entire house to be flooded and significant water damage to occur as a result of a burst flexi-hose	40%	38%	43%	41%	25%	40%
Do not check/ ensure the water is turned off at the mains before leaving when going away on holidays	70%	70%	68%	71%	71%	75%
Believe that if my home was flooded or damaged by water as a result of a burst flexi-hose, if the hose wasn't properly maintained – and showed signs of wear, tear, rust and/or corrosion, that my insurer would still cover the cost of all repairs and replacements.	50%	53%	43%	50%	49%	53%

Notes to Editor

The research findings were compiled through a national survey with a representative sample of 1,000 Australians aged 18+ and was conducted by Kantar in February 2023 on behalf of Suncorp Insurance.

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