

13 March 2025

Suncorp on the ground assisting cyclone-affected communities

Suncorp's assessors, builders and Customer Support Teams are on the ground across South-East Queensland and northern New South Wales to support customers and communities impacted by ex-Tropical Cyclone Alfred.

As of 8am, 13 March, the insurer, including brands Suncorp Insurance, AAMI, GIO, Shannons and Apia, had received over 15,000 claims related to the severe weather event, including 14,000 for homes.

It is progressing claims as quickly as possible and has already finalised over 4000 food spoilage claims, meaning customers have money in their bank account to replace food in their fridges and freezers immediately.

Runaway Bay, Redland Bay and the Beenleigh areas have the most claims to date, primarily for cyclone, wind and rain damage. Hervey Bay is the most impacted town from flooding. Our builders have already completed a large number of emergency repairs, and our assessors are on the ground.

The insurer's Customer Support Team and Mobile Disaster Response Hubs will be across multiple locations to provide face-to-face assistance, lodge claims, arrange temporary accommodation and emergency payments for customers.

Suncorp Chief Executive Consumer Insurance Lisa Harrison and Executive General Manager Home Claims Customers Alli Smith visited Tweed Heads, as well as Mudgeeraba and Runaway Bay on the Gold Coast yesterday to meet with customers and see the damage first-hand.

"Speaking with our customers, I appreciate the impact this event has had, not just to physical property, but emotionally for those who experienced the cyclonic winds and torrential rain," Ms Harrison said

"The safety of the community, our customers and our people has been our top priority and we are now well and truly moving into the recovery phase, although we understand some customers are still without power, which is incredibly difficult."

Ms Harrison said Suncorp's scaled-up team was handling the high claims volumes well, and its robust builder repair network was already mobilised and commencing works.

"On our busiest day we received almost 5,000 claims, with customers lodging easily via our online channels or by calling our contact centres with minimal wait times.

"We know how important it is for us to move quickly, so we are focused on ensuring the claims process is as smooth as possible for our customers. The data we have access to through the Disaster Management Centre allows us to maximise the supply chain network and deploy to the areas of most need.

"These communities are showing their incredible strength once again, and Suncorp is proud to stand by them, providing support when it matters most. "These communities are showing their incredible strength once again, and Suncorp is proud to stand by them, providing support when it matters most."

Customer Support Team location:

Location	Address	Dates and time
Thornlands	Thornlands Dance Palais Hall Corner Cleveland Redland Bay Road & Island Outlook Avenue Thornlands QLD 4164	Tuesday 11 March - Friday 14 March: 9am – 4pm
South Tweed	Tweed South Community Hall Corner Heffron Street and Minjungbal Drive South Tweed Heads NSW 2486	Thursday 11 March – Saturday 15 March: 9am – 4pm

Suncorp's Disaster Response Mobile Hub locations:

Location	Address	Dates and time
South Tweed	Tweed South Community Hall Corner Heffron Street and Minjungbal Drive South Tweed Heads NSW 2486	Wednesday 12 March – Friday 14 March: 9am – 4pm
Hervey Bay	Fraser Coast Motor Centre 37 Torquay Rd Pialba QLD 4655	Thursday 13 March: 10.30am – 4pm Friday 14 March: 9am – 4pm
Milton	Suncorp Stadium 40 Castlemaine Street Milton QLD 4064	Monday 17 March – Thursday 20 March: 9am – 4pm

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

ENDS

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