

31 March 2017

Suncorp commits to helping cyclone-affected local communities

Suncorp teams are in full swing, moving to help cyclone-ravaged communities in north Queensland get back on their feet.

The company's Customer Response Teams (CRTs) are on the ground in Townsville, Ayr and Mackay to assist customers impacted by Tropical Cyclone Debbie.

The CRTs will be available to customers today (Friday, 31 March) and located at:

- **Townsville:** Suncorp Regional Office, 61-73 Sturt Street, Townsville
- **Ayr:** Suncorp Bank branch, 152 Queen Street, Ayr
- **Mackay:** Suncorp Bank branch, Canelands Mackay Shopping Centre, Mangrove Road, Mackay
- Mobile CRTs will also be deployed to Bowen, Proserpine and other severely impacted areas as soon as the weather and roads allow.
- All locations will operate from 8am-6pm, seven days a week.

Customers of Suncorp Insurance, AAMI, Apia, GIO, Shannons, Vero, Bingle and CIL can visit the CRTs to lodge their claim and speak face-to-face with claims managers.

Following the claims lodgement and assessment phase, Suncorp has reinforced its commitment to supporting local repairers and suppliers. Helping to boost the local economies after major weather events is a key priority.

Suncorp's Executive General Manager Property and Specialty Claims Matt Pearson said, "Our goal is to first and foremost work closely with customers and to offer them choice. They can choose to use their local repairer or could leverage Suncorp's well-experienced Panel repairers and tradespeople.

"This Panel has been in effect for some years, and has helped numerous local communities and businesses get back on track following cyclones and other natural disasters.

"In the aftermath of a major event, such as the Bundaberg floods in 2013, Suncorp's Panel arrangement was complemented by a Local Purchasing Policy that encouraged the use of other local repairers and suppliers where practical," Mr Pearson said.

In 2011 following Queensland's summer of disasters, a Deloitte Access Economics report found that Suncorp helped create nearly 3,700 new jobs in the immediate post-disaster period and more than \$1.2 billion in longer term economic activity (<http://suncorpgroup.com.au/sites/default/files/pdf/news/Binder1.pdf>)

Ends

For more information, contact:

Media

In Mackay: Joshua Cooney, 0477 391 260, joshua.cooney@suncorp.com.au

In Townsville: Alexandra Foley, 0419 794 294,
Alexandra.foley@suncorp.com.au

For live crosses from Suncorp's Brisbane broadcast studio:
Nadia Farha, 0408 535 993, nadia.farha@suncorp.com.au

In Sydney: Michael Mills, 0405 805 489, michael.mills@suncorp.com.au

In Sydney: Rob White, 0411 881 887, rob.white@suncorp.com.au