

29 March 2017

## Suncorp customers encouraged to lodge claims as soon as possible

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Suncorp is urging customers impacted by Cyclone Debbie to lodge their claims as soon as possible.

Suncorp spokesperson Josh Cooney said the insurer's Customer Response Team is on standby to help residents as soon as they can access the affected areas. Suncorp is also preparing to increase its call centre capacity to assist with an increased number of calls.

"We have started receiving claims from the affected region. People don't need to be at home or have a copy of their policy to lodge their claims," Mr Cooney said.

"The sooner you contact us the sooner we can start the claim process to ensure the quickest possible path to recovery. If you need emergency make-safe work completed, we can arrange it for you.

"We are expecting a large volume of claims to be lodged and while we are increasing our call centre capacity, wait times may be longer than normal.

"We can organise temporary accommodation for customers whose homes have been severely damaged and we can provide cash payments of up to \$2000 to make emergency purchases."

Mr Cooney also urged customers to stay safe as they inspect the damage.

"Your safety is the number one priority, so please take every precaution. Some homes and properties will potentially have exposed electric wires, broken glass, and leaking gas and wastewater," Mr Cooney said.

"Take care and do not enter your home unless it is absolutely safe."

### **Tips for customers**

If you have been able to safely return to your home:

- Ensure electricity and gas supplies are switched off before re-entering.
- Watch out for broken glass and other sharp hazards.
- Do your best to dry out your home or business by keeping it ventilated.
- Get wet contents out of the house and make a list of damaged items.

How to prepare for your claim:

- If you have damaged goods or contents, take a photo of them if possible.
- Ensure spoiled food in your refrigerator is thrown away.
- If your carpet is water damaged, please rip it up and take it outside. There's no need to wait for an assessor, but please keep a sample to help us replace it.
- Keep a record of model numbers or serial numbers of items you are throwing away to help us assess your claim.

Claims contact details:

- Suncorp Insurance: 13 25 24 | AAMI: 13 22 44 | GIO: 13 14 46 | Apia: 13 50 50

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For more information contact:

Media

Joshua Cooney, 0477 391 260, [joshua.cooney@suncorp.com.au](mailto:joshua.cooney@suncorp.com.au)

Alexandra Foley, 0419 794 294, [Alexandra.foley@suncorp.com.au](mailto:Alexandra.foley@suncorp.com.au)

Michael Mills, 0405 805 489, [michael.mills@suncorp.com.au](mailto:michael.mills@suncorp.com.au)

Rob White, 0411 881 887, [rob.white@suncorp.com.au](mailto:rob.white@suncorp.com.au)