

30 March 2017

## Suncorp deploys specialist response teams to assist cyclone-affected customers

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Suncorp is deploying its Customer Response Teams (CRTs) to Townsville, Ayr and Mackay to assist customers impacted by Tropical Cyclone Debbie.

The CRTs will be available to customers on 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 and Bingle can visit the CRTs to lodge their claim and speak face-to-face with claims managers.

Suncorp spokesperson Josh Cooney said the CRTs would help the insurer expedite the claims process for customers in the affected areas.

“The CRTs allow customers another way to lodge their claim and enables the recovery process to begin as soon as possible. They can also help arrange make-safes on your home, source temporary accommodation and provide cash payments for emergency purchases,” Mr Cooney said.

“While it’s still too early to estimate the extent of the damage, we have already received about 700 property claims and 39 motor claims. While we have significantly ramped up our call centre capacity, customers may expect longer-than-normal wait times.

“As an alternative, customers can visit our CRTs in person.

“Our specialist CRTs are very experienced and have been part of Suncorp’s response to recent major weather events, such as Cyclones Yasi and Marcia, the 2014 Brisbane hailstorm and the 2011 Queensland floods.”

Mr Cooney also reminded customers to contact Suncorp as soon as possible.

“You don’t need to be at home or have a copy of your policy to lodge your claim. The sooner you contact us, the sooner we can start the claim process,” Mr Cooney said.

“Please continue to take every safety precaution as you’re inspecting any damage. Your safety must be your number-one priority.”

### 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

**Ends**

**For more information contact:**

Media

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