

2 April 2017

## Suncorp launches drones to assess Cyclone Debbie disaster area

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For the first time in Australia, Suncorp is using drones to survey the damage caused by Cyclone Debbie and provide key information to its Customer Response Teams (CRTs) as they assist the stricken north Queensland communities.

Over the past few days, drones were used to fly over the disaster area and assess the severity and extent of the damage, particularly in the hardest-hit areas around Bowen, Airlie Beach and Proserpine.

Suncorp spokesperson Josh Cooney said the drones would give the teams and assessors a better indication of the damage, and allow them to better plan the recovery.

“Our CRTs are now established in Mackay, Ayr, Bowen and Proserpine,” Mr Cooney said.

“The drone imagery gives our teams important insights into the extent of the damage in areas that are still inaccessible due to closed roads and floodwaters.

“With this information, we can better coordinate our response so our teams can hit the ground running.”

Suncorp has received more than 6000 claims from affected customers in north Queensland, as well as the south-east of the State and northern New South Wales.

“Customers can be assured that our experienced teams are well prepared to handle an event like this,” Mr Cooney said.

“Customers of Suncorp Insurance, AAMI, Apia, GIO, Shannons, Vero, Resilium, CIL and Bingle can visit our teams in Mackay, Ayr, Bowen, and Proserpine to lodge their claim and speak face-to-face with our claims managers.

“Please contact us or visit our teams to lodge your claim as soon as it is safe. Remember, you don’t need to be at home or have a copy of your policy to lodge your claims.”

**Below is a link which you are welcome to use for footage about Suncorp’s use of drones and some flyover shots.**

<https://spaces.hightail.com/receive/WsjZ2/VG9tLIZFUkdPVEITQHN1bmNvcnAuY29tLmF1>

## 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:

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