

Under embargo: Monday, 1 December 2014

Suncorp Insurance opens Mass Assessment Centre for storm-damaged vehicles

Suncorp Insurance is expecting more than 600 cars a day to pass through its Mass Assessment Centre in Fairfield, established to deal with the aftermath of last Thursday's storms in Brisbane.

More than 13,000 claims have been lodged with Suncorp Insurance for storm damage to customers' home and vehicles – with over 8,000 of those claims being for hail damaged cars.

At the Mass Assessment Centre, customers who have **booked a time** will be able to present their car for immediate assessment of the damage.

The dedicated centre at Fairfield will be the largest motor recovery and repair response set up in Queensland, and will house Suncorp Insurance assessors and motor repair specialists.

Suncorp Insurance spokesperson, Melissa Cronin, said the technologies customers will have access to at the Mass Assessment Centre will put each vehicle on the fastest possible path to recovery.

"Customers will have access to industry-leading technologies, including Paintless Dent Removal (PDR), which is a technique to remove dents without using paint, and is generally a faster fix," Ms Cronin said.

The Mass Assessment Centre approach used by Suncorp Insurance is tried and tested – having been utilised for a number of weather events in recent years – including last year's hail storms on both the Sunshine and Gold Coasts.

"There have been a number of significant weather events over the past five years, and we've honed our response to provide the best service to our customers," Ms Cronin said.

"We can, and have, mobilised large teams within a matter of hours to boost contact centres and to start the assessment process."

While things may be moving quickly for Suncorp Insurance, the company is still asking Brisbane residents affected by last Thursday's storms to be patient.

"As Brisbane residents can appreciate, the enormity of last Thursday's storm is really starting to hit – we have thousands of customers we are trying to assist at the moment, and we're doing the best job we can in the quickest possible time," Ms Cronin said.

"There will be some delays, either when trying to lodge a claim or waiting for an assessment and repair, and we ask Brisbane residents to be patient."

Suncorp Insurance is still encouraging Brisbane customers who have not yet lodged their claim to do so as quickly as possible by calling 13 25 24 or by going online and lodging at www.suncorp.com.au.

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Vision and interview opportunities available at the Suncorp Insurance Mass Assessment Centre

Date:	Monday, 1 December 2014
Venue:	Suncorp Insurance Mass Assessment Centre 13 Cornwall Street Fairfield
Time:	On request – please call Melissa Cronin on 0467 709 299.
Vision opportunities:	<ul style="list-style-type: none">• Hundreds of Brisbane Coast customers' vehicles being assessed for damage after last week's severe storm• Hail dents being removed by the latest smash repair technology – Paintless Dent Removal.
Interview opportunities:	<ul style="list-style-type: none">• Melissa Cronin, Suncorp Insurance spokesperson• Suncorp Insurance Assessors• Suncorp Insurance customers