

20 February 2017

Hail Assessment Centres established to handle Sydney storm claims

Customers can bring their hail damaged vehicles to either Bella Vista or Willoughby for assessment

Suncorp is establishing two Hail Assessment Centres in Sydney's north-western suburbs and lower North Shore in the wake of Saturday's hail storm in order to streamline the claims process for customers.

Customers of AAMI, GIO, Apia, Shannons, Bingle and Suncorp Insurance can access the facility.

The Hail Assessment Centres will be located at:

- **Bella Vista** (commencing operations from **7am Tuesday, 21 February**).
- **Willoughby** (commencing operations **7am Thursday, 23 February**).
- Both centres will be open from **7am-5pm Monday to Friday**, and **9am-12 noon Saturday** until further notice.

"The Hail Assessment Centres are designed to quickly assess and triage all hail affected vehicles, so we can make the repair process as seamless and efficient as possible for our customers," said Michael Mills, Suncorp spokesperson.

"The Assessment Centres have both assessors and specialist repairers on site to assess the vehicle and determine the best method of repair, so we can get the claims process moving as soon as possible, keeping delays to a minimum.

"Once they've lodged their claim, customers will receive an appointment time to bring their vehicle for assessment."

GIO is urging all customers to lodge their claim as soon as possible.

"Customers can lodge their home and vehicle claims online or over the phone. Motor claims can also be lodged on smartphone apps," said Michael Mills.

"Because the storm was extensive, we are likely to experience high call volumes, so customers are encouraged to lodge online in the first instance.

"GIO is one of the largest insurers in the country and is prepared to handle major weather events like Saturday's storm. We have a large network of repairers and suppliers to assist you with your claim as quickly as possible."

Customers can also sign up for My Claim Manager, an online system to help them check the status of their claims online.

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