



NEWS RELEASE

Friday 31 December 2010

Suncorp Insurance: Steps to process your flood claim faster

Suncorp Insurance is providing flood affected Queenslanders with some simple tips to help speed up the insurance claim process.

Suncorp Insurance Acting Executive General Manager for Claims, Jimmy Higgins, said the company had received approximately 1,450 claims to date but was encouraging other affected customers to make their claim as soon as possible.

“We know dealing with property loss or damage can be very challenging but we encourage our customers to put their personal and family safety first,” Mr Higgins said.

“Once safe we encourage them to lodge their claim and start the assessment process immediately - they do not need to return to their home or business before contacting us.

“There are also some very simple things that can help speed up the personal and business claims process including:

- Do your best to dry out your home or business by keeping it as ventilated as possible. This will also help avoid the quick build up of mould.
- Get your wet contents out of the house/business – and make a list of damaged items. You can group lots of smaller/similar items together like ‘food in pantry’ or ‘clothes in chests of drawers’.
- Where possible, take photos of your damaged belongings to show what you have lost.
- If you are throwing things out in clean-ups, make a note of brands and models for electrical items. Keep the manufacturer manuals if possible.
- Keep a piece of damaged carpet or photograph the carpet back where the make and brand is stamped so we can replace it with similar carpet and colour where possible.”

Mr Higgins said that Suncorp was one of Australia’s biggest insurers and was well prepared to handle major weather events, especially in Queensland.

“As a major insurer we can utilise our scale during major events to quickly respond to customers.

“We have dispatched extra claims and assessment staff into affected areas and increased our call centre capacity.

“We also have three of the company’s new Customer Response Teams on route to the area.

“These teams are effectively wireless self sustainable claims centres that will go to the heart of affected regions and process claims and assessments quickly.



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“Commercial insurance claims for Vero, GIO, AAMI and AMP business customers can also be made through the Customer Response Teams.”

Suncorp is encouraging its business customers to contact their insurance broker and to lodge claims as soon as possible.

Home and motor claims can be made by calling 13 25 24.

Commercial customers should lodge their claims through their normal channels.

Suncorp Bank is also providing financial assistance to its many personal and business customers in the region.

Some of the options available include:

- An opportunity to suspend home loan repayments for a period
- Residential, business and agricultural loan restructuring without the cost of most bank fees
- Waived early withdrawal fees for those customers wishing to withdraw from term deposits
- Credit card relief where necessary

Suncorp Banking customers can contact 13 11 75.

Suncorp has donated \$100,000 to the Queensland Premier's flood relief appeal, and is collecting donations through the Suncorp Bank branch network.

For further information contact:

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