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Update on NSW Storms

Suncorp Group Limited (Suncorp) is responding to more than 7,500 claims related to the NSW Storms and associated flooding.

Customer Response Teams representing AAMI, GIO, Apia and Vero brands are on the ground in the most affected areas to help customers process their claims. An additional 100 contact centre representatives have been deployed to manage increased customer calls and repairers have already put safety measures in place at 450 properties.

Suncorp Group CEO Patrick Snowball said the company had significant experience in managing weather events and continued to prioritise customers in impacted areas.

“Making certain our customers are safe is the priority and we have implemented additional resources across our bank and insurance brands to ensure claims are processed as quickly as possible,” Mr Snowball said.

“We are doing everything possible to make it easier for customers to lodge their claims and get the assistance they need.

“Customer Response teams are currently active in Charlestown, near Newcastle, and further support will be provided as access is restored. Contact centre resources have been increased to ease wait times and customers also have the option to lodge their claims online.

“Impacted Suncorp Bank customers may be eligible for financial relief to help them get back on their feet.”

Suncorp advised that it was too early to provide an accurate estimate of claims costs. Suncorp Group has a comprehensive reinsurance program to protect against the financial impact of natural hazard events. Following the Brisbane Hail Storm in November and Tropical Cyclone Marcia in February, the maximum financial impact of the NSW Storms on Suncorp is \$135 million.

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