

4 April 2017

## Clean up and lodge claims without delay - Suncorp

---

Customers affected by the recent severe weather events across Queensland and New South Wales are being urged to begin cleaning up their properties and lodge their claims as soon as possible.

“There is an old misconception that you shouldn’t touch anything until an insurance assessor visits your house, but this is simply not true,” Suncorp spokesperson Rob White said.

“Leaving wet carpets, clothes and spoiled food in a house is a health risk because it can cause mould.

“If it’s safe, people should take photos and then begin cleaning up without delay.”

Another common misunderstanding is that customers need to have their insurance policy number before they can lodge a claim.

“If you’ve been affected, contact us and get your claim lodged so we can begin the process of getting people back on their feet,” Mr White said.

### **How to clean up your damaged home safely:**

- When you return home, make sure electricity and gas supplies are switched off before re-entering.
- If there is any structural damage to the house, do not enter as it may collapse.
- Get anything wet out of the house and try and keep everything ventilated.
- Throw away any spoiled food.
- If carpet is damaged, rip it up and take it outside, but keep a small sample as this will help us replace it.
- Take photos of all damaged goods and keep a record of model or serial numbers for the things that you are throwing away. This will help us assess your claim.

Suncorp’s brands include GIO, AAMI, Vero, Apia, Shannons, and Suncorp Insurance.

### **Ends**

For more information, contact:

Rob White, 0411 881 887, [rob.white@suncorp.com.au](mailto:rob.white@suncorp.com.au)