

4 October 2017

Suncorp finalises three quarters of all Cyclone Debbie claims

Leading insurer Suncorp has now finalised three quarters of the almost 20,000 claims received in the aftermath of Tropical Cyclone Debbie.

Suncorp received more than 16,000 home claims and more than 1400 business claims in north and south-east Queensland, and northern NSW after the cyclone devastated a widespread area in March this year.

Suncorp’s Chief Executive Officer Insurance Anthony Day reassured customers that Suncorp was working very hard to finalise all remaining claims as soon as possible.

“It typically takes up to 12 months to resolve all claims following such a large and severe weather event,” Mr Day said.

“We understand this is a difficult time for our customers and we are committed to getting people’s lives back on track quickly.”

Mr Day said improved systems and processes had allowed Suncorp to resolve home claims faster than in previous major cyclones including Yasi and Marcia.

“Cyclone Debbie was one of the most powerful storm systems in the past decade. It impacted communities stretched across more than 1000 kilometres in two states,” Mr Day said.

“Despite the scale of this weather event, Suncorp’s claims team has resolved an average of 80 claims per day over the past six months.

“Approximately 4000 home repair jobs are completed and another 1500 are currently underway. More than 11,500 customers have also received cash settlements to replace their contents or manage their own repairs.

“Suncorp is also working with more than 350 local tradies which will be a real boost to the local economy.”

Suncorp claims progress from Tropical Cyclone Debbie (as of 24 September 2017)

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| Home claims received | 16,146 |
| Motor claims received | 1812 |
| Commercial property claims received | 1383 |
| Commercial motor claims received | 83 |
| Total claims | 19,424 |
| Number and percentage of claims finalised | 14,596 (75%) |

Ends

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