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|  | 3 September 2024 |
| **Suncorp assisting customers following severe weather in south east** |

Suncorp Group is assisting customers following a series of destructive storms and flooding that lashed Victoria and Tasmania over recent days, urging customers to listen to emergency services with more storms forecast.

Suncorp’s Executive General Manager of Home Claims Customers, Alli Smith said from 29 August to 3 September more than 1400 home and 170 motor claims have been lodged across both states.

“The storms across south-eastern Australia resulted in destructive, high-speed winds, hail, heavy rainfall and some flooding, causing damage to homes, motor and property,” Mrs Smith said.

“Areas around Melbourne in Victoria saw the brunt of the impact, while in Tasmania’s north, Launceston and Devonport were significantly impacted, with power outages causing disruption across both states.

“We are closely monitoring the weather system as it continues across southern Australia today, assisting impacted customers and working closely with emergency services.”

Emergency cash payments and proactive claims support for customers in need has been underway since yesterday, with claims teams preparing to deploy to impacted regions as soon as it is safe to do so.

Mrs Smith said the quickest and easiest way for customers to lodge a claim was online for any of Suncorp’s brands including AAMI, Apia, Terri Scheer and Shannons.

“We encourage impacted customers to lodge a claim as soon as possible - they don’t need to be at home or have a copy of their policy to get the claim process started. The sooner the customer can contact us, the sooner we can start the recovery process,” she said.

Mrs Smith urged those impacted to follow the advice of emergency services and to be prepared as further storms were predicted in New South Wales, Victoria, South Australia and Western Australia.

“The most important thing is for people to stay safe and follow the warnings of emergency services,” she said.

“If it is safe to do so, clear your gutters and downpipes, and make sure any fallen debris is cleared in your backyard. Make sure your roof has no damaged or loose tiles or raised corners of corrugated sheets.

“As the storm approaches, secure any outdoor items, such as furniture and pot plants, or take them inside if possible.”

ENDS

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