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Suncorp Mobile Disaster Response Hub on the ground to support NSW storm recovery

Suncorp's Mobile Disaster Response Hub is on the ground in northern New South Wales today to support customers impacted by severe storms and heavy rainfall.

The insurer, which includes brands GIO, AAMI, Apia, and Shannons, has received more than 3,200 storm-related claims in the last week, with around 2,700 related to home damage.

"Our Mobile Disaster Response Hub will initially be deployed to Glen Innes but will also look to provide on-the-ground support to affected customers in Maitland and Newcastle," Executive Manager, Disaster Management, Lilly Broodbank said.

"The Hub offers customers face-to-face access to our specialist customer support team, as well as the ability to power up devices and connect with loved ones through our Wi-Fi accessibility.

"This marks the first operational use of our Hubs since their completion in November last year, providing an additional layer of support for customers in their time of need."

Ms Broodbank said most of the damage to homes was from fallen debris causing damage to roofs and gutters.

"As we would expect from storms of this type with wind gusts of up to 120 kilometres per hour in some areas, combined with heavy rain and power outages," she said.

"We were able to pinpoint the most impacted communities from our Disaster Management Centre (DMC) in Brisbane, allowing us to deploy customer support teams, builders and assessors to ensure those affected receive the assistance they need.

"Using the DMC's geospatial data we have been proactively identifying and calling customers we believe may have been impacted. We have also communicated to all our customers in impacted areas about the claims process, with our claims contact centres available 24/7 to make sure our customers have the support they need."

Ms Broodbank said once a claim is lodged, our team can arrange temporary accommodation, make emergency payments and help arrange emergency repairs if needed.

"We encourage customers who have not yet contacted our team to do so as soon as possible to start the recovery process," she said.

"We would also like to thank our major partner the NSW SES and its incredible volunteers who have been on the ground since the storms hit, working to remove debris, protect homes and provide vital support for the community."

What to do if your home has been impacted by a storm

- Impacted customers can easily lodge their claims online for any of our insurance brands, including GIO, AAMI, Suncorp Insurance, Apia and Shannons. You don't need to be at home or have a copy of your policy to lodge your claim – we will have your details.

- If your home is damaged and you can safely access, you don't need to wait for an insurance assessor to come to begin cleaning up. Simply make a list and take photos of damaged items, including model numbers, to help us replace them.
- Keep your home as ventilated as possible.
- Remove wet contents (carpets, curtains etc) but take photos.

ENDS

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About Suncorp's Mobile Disaster Response Hubs: <https://www.suncorpgroup.com.au/news/news/disaster-response-hubs>

About Suncorp's Disaster Management Centre: <https://www.suncorpgroup.com.au/news/news/suncorp-unveils-DMC>