

MUST-HAVE INFORMATION FOR SUNCORP CUSTOMERS.

As flood levels begin to recede, the reality of what has occurred becomes agonisingly clear. Across our State, towns, cities, communities and homes have been affected in so many ways. We want to reassure Queenslanders that we are here to help you.

If you're an existing Suncorp Home and Contents Insurance policyholder, your policy automatically includes cover for flood and storm damage to buildings and contents you have insured with us. Suncorp's Comprehensive Car & Boat policies also cover flood and storm damage.

WHAT YOU CAN DO TO SPEED UP YOUR CLAIM.

- ✓ Always put your personal and family safety first.
- ✓ Once safe we encourage you to lodge your claim and start the assessment process immediately – you do not need to return to your home before contacting us.
- ✓ When you do return to your home, do your best to dry it out by keeping it as well ventilated as possible. This will help avoid the quick build-up of mould.
- ✓ Get your wet contents out of your house – and make a list of damaged items. You can group lots of smaller/ similar items together like “food in pantry” or “clothes in chests of drawers”.
- ✓ Where possible, take photos of your damaged belongings to show what you have lost.
- ✓ If you are throwing objects out during clean-ups, make a note of the brands and models of electrical items. Keep the manufacturer manuals if possible.
- ✓ Keep a piece of damaged carpet or photograph the back where the make and brand is stamped so that we can replace it with a similar carpet type and colour where possible.

Personal Insurance Claims please call 13 25 24

(including Home and Contents and Comprehensive Car or Boat Insurance.)

Our Claims call centre is functioning 24/7 to ensure that we get to you as soon as possible. You can also go into any Suncorp Bank branch for assistance.

FINANCIAL ASSISTANCE.

Suncorp Bank Personal and Business customers affected may be eligible for financial assistance. Some of the options include:

- ✓ An opportunity to suspend home loan repayments for a period.
- ✓ Residential, business and agricultural loan variations without the cost of most bank fees.
- ✓ Waived early withdrawal fees for those customers wishing to withdraw from term deposits.
- ✓ Credit card relief where necessary.

Suncorp Bank branches are also collecting donations for the Queensland Premier's Flood Relief appeal.

Suncorp Banking customers can contact 13 11 75 to discuss assistance.

Suncorp staff extend their deepest sympathies to those who have lost loved ones and property in the Queensland floods and we will be doing all we can to support our customers during this event.

