

Allianz Update

Severe weather event

Impact

In recent weeks, Queensland and New South Wales have been impacted by widespread severe flooding and rainfall, resulting in extensive damage to property and motor vehicles. As clean-up efforts continue in Queensland, we recognise the extreme weather event is ongoing in New South Wales. The Federal Government has declared a national emergency in response to this catastrophic flooding.

Our response and claims volumes

As of 10th March, Allianz has received over 18,000 claims relating to the current flood event in Queensland and New South Wales. We note that power and internet may have only just been restored to some areas, so we expect the increase in our new claims volume to continue for the coming week/s.

To assist with our response to this flood event we have prioritised the recruitment of over 150 people, and we continue to utilise in excess of 60 additional people from the wider Allianz business to support with online and claim lodgments.

Allianz team members have also been on the ground, assisting flood affected customers at Recovery Centres in Queensland, and remain on the ground in New South Wales, see details below:

- Southern Cross University, Military Road, East Lismore

As we receive more information about additional Recovery Centre locations, we will provide further updates.

We continue to provide emergency payments and organise temporary accommodation for our customers.

Advice for customers

Our first priority is for our partners and their customers to remain safe. For assistance with any immediate danger, customers should contact emergency services. If customers have sustained damage to property and/or motor vehicles as a result of these floods, they should notify Allianz as soon as it is safe to do so.

More detailed information on actions to take immediately following a flood, can be found in the [flood section](#) of our Support page.

We have had reports in recent times that internet scammers are pretending to be Allianz Loss Adjusters or Lawyers and have intercepted customers emails or home computers to gain their information or bank details to cause the redirection of payments to new bank accounts.

We ask customers, and partners, to be vigilant of emails with altered bank account details which request a call to Allianz (or the alleged sender), to verify any email or change of details. If customers are approached by an individual who claims to be a representative of Allianz and they ask for information that has already been provided, please contact Allianz immediately at Anti.Fraud.Coordinator@allianz.com.au.

How to claim



Online

At this point in time to minimise delays, we are advising customers to lodge their claim online at allianz.com.au/claims. After lodgment, a claims team consultant will contact the customer as soon as possible.

Customers can still contact claims on 1300 555 030, however we are experiencing delays.



If customers need a windscreen replaced they may contact O'Brien Glass direct on 1800 557 055.



Customers should photograph damaged or destroyed items e.g. white goods, electrical appliances and furniture, before removing or throwing them out if they wish to claim for these. An inventory is not necessary for total losses. However, an inventory of possessions that have been damaged is helpful where possible.

Counselling services available

At Allianz, we understand the floods can affect more than your customer's home. It can impact their mental health, too.

That's why we're offering three free counselling sessions through Assure Programs for customers and their family affected by recent floods.

Customers and their immediate family members have access to confidential sessions with an experienced psychologist through Assure Programs.

Accessing this support will not affect customers' claims, nor will any personal information be shared with Allianz.



How to book

Bookings can be made 24/7 by calling Assure Programs on 1800 955 599.



More information

Visit Allianz.com.au/CustomerCounselling to learn more about this support.

Who to contact

Please contact your Account Manager if you have any queries about Allianz's response to this event.