



NSW & Queensland Catastrophe Update from CHU

Dear Robyn,

As storms and flooding continue through Queensland and New South Wales, we are already seeing a large scale catastrophe event which is currently estimated to have insurance claims in excess of \$1.5BN. The industry is already experiencing unprecedented claims volume and this is while the event is still unfolding and access not available to many locations.

CHU has already received almost 1000 claims with many more anticipated. We are fortunate to have many cross skilled staff within our teams who are assisting in claim lodgements. Given the large number of expected claims, CHU is also recruiting additional team members to our dedicated catastrophe team.

Some of the circumstances are truly devastating, as some people experience their second or third major catastrophe event in only a few years.

Where the waters have receded, CHU has assessors both from CHU Assess and external assessing companies on the ground. Our assessors are travelling around with crisis packs for the worst affected people which include basic supplies and toiletries.

If you know of any insured who is particularly vulnerable at this time, financially or otherwise, please let us know. We can expedite payments and provide further assistance to them. In addition to this, we have accelerated the process for getting customers into temporary accommodation through Insurance Claims Rentals.

Our panel repairers in NSW & QLD have been given \$25,000 delegated authorities for make safe, restoration and a \$50,000 do and charge authority for resultant damage repairs. While awaiting the CHU first response, we recommend the removal of water damaged goods from properties where they might pose a health risk, such as saturated carpets and soft furnishings.

Where hydrology information is required, we could see extended report times as the number of hydrologists available to the insurance industry is finite. This is to say that some claim responses will fall outside of normal timeframes, but we will endeavour to respond to correspondence within 10 business days in the initial phases of these events.

CHU still have teams and loss adjusters allocated to existing and new non-catastrophe claims. We endeavour to maintain service levels on existing claim portfolios.

New claim lodgements can be made online at <https://claims.chu.com.au>. This form lodges claims directly into StrataTech and you will receive an immediate notification of lodgement.

During this extreme weather event, please stay safe and do not enter floodwater.

I'm thinking of you all.

Yours sincerely,

Kimberley Jonsson

Chief Executive Officer

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