



MEDIA RELEASE

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FOR IMMEDIATE RELEASE

CGU supports customers impacted by the Melbourne storms

CGU Insurance has taken immediate action to support customers impacted by the severe weather that hit Melbourne and parts of Victoria over the recent long weekend.

The insurer has received over 4,500 claims so far, mostly for damage to homes and vehicles.

Ben Bessell, General Manager of Claims for CGU, said that CGU was focused on helping customers as quickly as possible.

“We want to thank the thousands of customers, and our brokers and business partners, for their patience in lodging claims with us over the past ten days, and want to assure them we are working hard to help. We are prioritising claims based on the level of damage and need for critical repairs.

“We understand that our customers want to get things back to the way they were before the storms hit.

“Due to the high volume of claims across the insurance industry, we know that it will take longer than usual to complete some claims because of the limited availability of quality assessors and repairers. We appreciate that this will be frustrating for affected customers.

“This is why we are working very closely with our network of qualified assessors and repairers to ensure that our customers’ vehicles and homes are assessed as quickly as possible, and then of course repaired promptly too.

“We have a specialist team managing all the claims arising from this event, and that team is working seven days a week to ensure we service our customers as quickly as possible, while maintaining quality standards of repair.

“We have set up dedicated vehicle assessment centres around Melbourne to help manage the large number of vehicle assessments from these storms. We are currently arranging for impacted customers to attend one of these centres.

“In relation to home assessments, we have been meeting regularly with our preferred builders and have put in place processes to enable claims to be progressed efficiently. All our builders and assessors carry CGU identification and customers should ask to see this before letting anyone in or around their property.”

CGU is encouraging affected customers who have yet to make a claim to contact the 24-hour claims hotline on 1800 252 461 or to speak with their insurance broker or adviser.

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About CGU

Headquartered in Melbourne, CGU Insurance is the largest provider of general insurance to Australia’s regional and rural communities, Australia’s largest provider of workers’ compensation services and one of Australia’s leading commercial insurers. CGU offers a comprehensive range of commercial, rural and personal insurance products through a network of over 1,000 insurance brokers and authorised representatives. CGU has been operating in Australia for almost 160 years and is part of Insurance Australia Group (IAG). CGU holds an independent ‘AA-’ insurer financial strength rating.