



COMMUNITY
BROKER
NETWORK

CGU Update

NSW & QLD Bushfires

We are doing all we can to help those affected by the devastating bushfires impacting communities across New South Wales and Queensland. As always, our priority is the safety of all our customers and helping them prepare for and then recover as quickly as possible. As we know, this is already a particularly difficult bushfire season for our emergency authorities and impacted communities and we will continue to support them through the difficult times ahead. Our Major Events Claims Team is on standby ready to be on the ground to help our customers once it is safe to enter the affected areas. We are urging our customers to get in contact with us as soon as possible to make a claim so we can provide immediate support.

With fire conditions expected to worsen tomorrow across NSW, we're encouraging everyone to listen to the advice of emergency authorities and take steps to prepare their homes and properties. This includes reviewing their bushfire survival plan and checking on their neighbours, family and friends, as well as staying up to date on conditions in their area. These actions can make all the difference. Our community partner the Australian Red Cross is ready to provide psychological aid support to those who have been affected by the bushfires and are working closely with local emergency services in the affected areas. We will continue to keep you



updated on our response to the bushfire emergency and the support available for our affected customers.

Making a Claim

We urge any customers who sustain damage to lodge a claim as soon as possible by calling our claims team. To make a CGU claim, please contact **13 24 80**.

If you are able to access the internet, you may lodge claims via our portal by using your existing CGU Adviser Portal username and password to log in.

Our claims service is available and ready to help **24 hours a day, seven days a week**.

If you are making a claim on behalf of a customer, please provide as many details as possible, so we can triage claims depending on severity and organise immediate assistance to those most in need.