



COMMUNITY  
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NETWORK

## QBE Update

We're writing to update you following our Newsflash sent on 10 October surrounding the bushfires affecting areas of Queensland and New South Wales.

Ongoing devastating bushfires have continued to impact the states over the weekend with further devastation anticipated. **Due to this, we have extended CAT Code 747 to cover all bushfire claims in Queensland and New South Wales with a date of loss starting from 24 August 2019 until 22 November 2019.**

Our thoughts remain with the communities currently affected by these devastating bushfires and our people and suppliers are ready to assist. We'd like to ensure any vulnerable customers are immediately supported and if there's an urgent need for emergency 'make safe' repairs or emergency cash payments, please use the contacts below to activate customer assistance.

It's important that people listen to the advice of local authorities and as a guide, please see here for useful content surrounding [preparing](#) for a bushfire, [staying safe during a bushfire](#), and [safely returning to your home after a bushfire](#).

We'd also like to take this opportunity to ensure you have all the information you may require about our claims process, procedures and contacts.

## All Claims

Issue	Action
<b>Claims Contact</b>	<p>Please lodge motor and property claims immediately via:</p> <p>ClaimWrite on <a href="mailto:c.ch@nge">c.ch@nge</a>; Using <b>Cat Code 747</b> Calling <b>1800 023 387</b>; or Contacting your Claims Relationship Manager.</p> <p>Please send all claims correspondence, including new claims to <a href="mailto:giclaims@qbe.com">giclaims@qbe.com</a> and include the words "Cat Code 747" in the subject line.</p> <p>Claim forms are NOT required. However, if a claim is not lodged through ClaimWrite, please send an email to <a href="mailto:giclaims@qbe.com">giclaims@qbe.com</a> with the following details:</p> <ul style="list-style-type: none"> <li>- Policy number</li> <li>- Customer name</li> <li>- Address</li> <li>- Contact phone number</li> <li>- Damage description</li> <li>- Property or vehicle information</li> </ul> <p>Please utilise your full STP limits where applicable to ensure the quickest possible settlement for policyholders.</p>

## Motor claims

Issue	Action
<b>Assessors</b>	<p>We have dedicated motor assessors ready to assist and adjust claims as access to the affected areas becomes available.</p> <p>For all motor claims requiring assessment choose the Internal Motor Assessor option.</p> <p>Our adjusting and assessing staff will be in contact within 24 hours of appointment where required.</p>
<b>Motor vehicle glass</b>	<p>Safety should be the main priority – please dissuade anyone from driving a vehicle that is not safe. Windscreen and motor glass claims can be lodged direct with:</p> <p><b>Windscreens O'Brien</b> Phone: 1800 068 985</p>

## Property claims

Issue	Action
<b>Assessors</b>	<p>We have dedicated property assessors ready to assist and adjust claims as access to the affected areas becomes available.</p> <p>For priority allocation, when lodging a claim in ClaimWrite, please select the Internal Loss Adjuster option (if the property is habitable).</p> <p>If the customer's property is uninhabitable please immediately appoint QBE's nominated External Loss Adjuster firm:</p> <p><b>Sedgwick</b> Email: <a href="mailto:gbe@cl-au.com">gbe@cl-au.com</a> Phone: 1800 811 285</p>

	Our adjusting and assessing staff will be in contact within 24 hours of appointment where required.
<b>Emergency assistance payments</b>	<p>Immediate assistance can be provided to customers by funds transfer via EFT into their bank account based on the relevant policy terms.</p> <p>To request emergency assistance payment, please contact the QBE claims team.</p>
<b>Temporary accommodation</b>	QBE can assist in arranging and approving emergency temporary accommodation through its claims team or loss adjuster team.
<b>Domestic and commercial glass</b>	<p>For any home or commercial property glass claims, you or your clients can contact Express Glass or O'Brien Glass directly and will only need to provide a QBE policy number to initiate a claim.</p> <p>When speaking to clients it may be prudent to ensure their policy is active and advise any excess that may apply will need to be paid directly to Express or O'Brien during repairs.</p> <p>Express and O'Brien Glass can be selected from the drop-down menu when lodging in ClaimWrite:</p> <p><b>Express Glass</b> Phone: 1300 666 234</p> <p><b>O'Brien Glass</b> Phone: 13 16 16</p>
<b>QBE panel builders and make-safe repairs</b>	<p>We have builders around the country ready to assist who have authority for make-safe repairs in order to expedite the protection of the property. Please contact our claims team or the appointed adjuster to discuss which builder to utilise.</p> <p><b>South East QLD</b></p> <p><u>ABC Group</u> Phone: 1300 554 611</p>

	<p><u>HBI Australia Pty Ltd</u> Phone: 1300 100 424</p> <p><u>Rizon Group</u> Phone: 1300 474 966</p> <p><u>Ausnorth Building &amp; Construction</u> Phone: 1300 287 667</p> <p><b>NSW</b></p> <p><u>Dakwal Constructions</u> Phone: 1300 325 925</p> <p><u>Kingston Building</u> Phone: 02 4927 1877</p> <p><u>Australian Building and Roofing Services (ABRS)</u> Phone: 1800 369 147</p>
<b>Restoration assistance</b>	<p>The providers below are being briefed and will be ready and able to commence work on approved claims within 24 hours.</p> <p>Please contact our claims team or the appointed adjuster to discuss which restorer to utilise</p> <p><b>FEN Australia</b> Phone: 1300 85 28 55</p> <p><b>Cowan Restorations</b> Phone: 1300 269 267</p>
<b>Trees down</b>	<p>Policies generally provide cover to remove trees when they're impacting buildings or contents, or if we need to remove them to fix damage to the home.</p> <p>Our panel builders/assessors will arrange make-safe or tree lopping services. General debris clean up in yards is not covered by the policy.</p>
<b>Food spoilage</b>	<p>Food spoilage claims can be lodged and managed in ClaimWrite.</p>

	As customers safely dispose of any spoiled food they should keep photos or inventory and price list and submit that for settlement.
<b>Power generators</b>	If the property has been cut off from power because of the bushfire and it would be otherwise safe to stay there; purchase or hire of a generator are options we will employ. Our claims or assessor team will walk you through the process to make this happen.
<b>Pool damage</b>	<p>If there has been damage to the pool filter, pump or chlorinator, and because of this the surface/lining would have to be physically cleaned, we will generally pay for the cleaning of the pool surfaces and cleaning or replacement of pool water as necessary. If there is no damage to the pool, the policy will not cover cleaning or replacement of water.</p> <p>Refer to QBE if you have any special circumstances related to water replacement. (e.g. water was used fully or partially for firefighting purposes)</p>
<b>Asbestos</b>	Our adjusters and trade panel have been briefed on this issue to align with the relevant authorities' management instructions. Safety is of paramount importance when dealing with hazardous materials. All affected customers should follow the directions of emergency services and other government agencies when dealing with this issue.
<b>Slab</b>	Each claim will include an independent assessment of the need to replace the slab and if needed QBE will include this in the payment of your claim. However, if the expert opinion of our appointed builder or engineer is that it's not necessary to replace the slab, the reasons for this and any ultimate decision will be fully discussed with the customer or their representative before proceeding. Cleaning of the slab is generally covered by policies as part of returning the property to its pre-fire condition.
<b>Total loss options</b>	<p>Should the property be assessed as a total loss, QBE will collaborate with you and your customer in choosing the best option for the settlement of the claim.</p> <p>Generally, most policies offer three options:</p>

- cash settlement
- reinstatement, or
- a combination of the two.

Our people and suppliers are ready to assist customers.

## Current warnings

For the latest information on the bushfires in NSW and QLD, please listen to local radio and monitor information from the below sources.

### NSW

#### New South Wales Government

<https://www.emergency.nsw.gov.au>

#### New South Wales State Emergency Service

<https://www.ses.nsw.gov.au>

132 500

Twitter – @NSWSES

Facebook – <https://www.facebook.com/NSW.SES>

#### New South Wales Police Force

<https://www.police.nsw.gov.au>

131 444

Twitter – @nswpolice

Facebook – <https://www.facebook.com/nswpoliceforce>

#### Fire and Rescue New South Wales

<https://www.fire.nsw.gov.au>

Twitter – @FRNSW

Facebook – <https://www.facebook.com/frnsw>



## QLD

### Queensland Government

<https://www.qld.gov.au/emergency>

### QLD Fire and Emergency Services

<https://www.qfes.qld.gov.au>

Twitter – @QldFES

Facebook – <https://www.facebook.com/QldFireandRescueService>

### Queensland SES

<https://www.ses.qld.gov.au>

132 500

Twitter – @QldSES

### Queensland Police Force

<https://www.police.qld.gov.au>

131 444

Twitter – @QldPolice

Facebook – <https://www.facebook.com/QueenslandPolice>

### Queensland Fire and Emergency Services

<https://www.qfes.qld.gov.au>

Twitter – @QldFES

Facebook – <https://www.facebook.com/QldFireandRescueService>