



COMMUNITY
BROKER
NETWORK

Vero Update

Bushfire update

At Vero, our thoughts are with those affected by the bushfires in NSW and QLD. We are monitoring the situation closely with weather expected to deteriorate over the coming days.

At this stage, we are fully equipped to respond to you and your clients should a claim need to be lodged. We encourage phone lodgement 1300 888 073 or via email to claims@vero.com.au, 24 hours a day / 7days a week.

Rest assured our teams are here to help you and your clients at claims time with a fair, consistent and responsive service.

Storm season - Are you and your clients prepared?

With temperatures starting to rise, it's a timely reminder for your SME and corporate property clients to prepare for the storm season.

Severe weather events can happen at any time during the year but most natural disasters in Australia occur between October and April.

Summer storms are a part of life for Victorian and Tasmanian businesses which means every year we should be prepared. No two seasons are the same and our claims data shows that even low scale weather events can have a significant impact.

Last year, a large proportion of storm claims were caused by wind or rain and businesses should prepare their properties now. Simple activities like removing



debris from around their premises, cleaning gutters and trimming low-hanging branches can reduce possible storm damage.

Event season checklist

It's also important that clients update emergency kits and make sure their insurance policies are up to date. [Here](#) you'll find some useful suggestions, tips and links to help you.

Need to make a claim?

We've also included some information about our claims processes should you or your clients need to make a property or motor claim during this period.

Progress continues in Townsville

Earlier this year, Townsville was devastated by catastrophic flooding. As one of the country's leading insurers, we've been working hard to help impacted communities, brokers and customers to expedite claims processing and support rebuilding efforts.

While the recovery is ongoing, Vero continues to support you and your clients. Read on to find out about the progress we're making.

Claims update

- We have completed 78% of commercial property claims and we continue to work with you to get businesses back up and running.
- We have completed vehicle repairs for 99% of commercial motor claims.
- We have completed 83% of Vero home and contents and private motor claims.
- We remain committed to resolving claims that are still ongoing and we will be here until the job is done.



Townsville broker visit

Recently, representatives from Vero distribution, portfolio and claims visited Townsville to meet brokers, customers and local teams, to see firsthand the progress following the floods.

Head of Claims, Luke Whenman spoke openly about emerging trends and the lessons learnt after the event. Executive General Managers, Andrew Mair and Darren O'Connell updated the group on Vero's commitment to communities and policy strategy to make sure we support homes and businesses across Australia.

Thank you to our broker partners who shared their stories and have worked with us to deliver the right outcomes for customers.

Supporting local tradespeople and suppliers

More than 500 Townsville-based suppliers, builders, and tradespeople continue to help us with the rebuild. By the end of the recovery process, Suncorp Group, including Vero, is expected to inject hundreds of millions of dollars into the local economy.

Additional tools to help you

Don't forget Suncorp Learning Campus, our broker education program offers a big range of business growth and client engagement courses. Some of the soft skills around client engagement may help you to successfully navigate difficult conversations with your clients.

We are here to help every step of the way

Vero has been supporting Australian businesses for over 180 years, and we're all too familiar with the devastating impacts of natural disasters. The damage caused by these floods is significant and the repairs will take some time, but we'll be with you and your clients every step of the way.



Want to find out more?

To learn more about natural disaster preparation and Vero's enhanced claims service:

- Visit our website [here](#)
- Speak to your local Vero representative.