

# Allianz Update

## Hail assessment centre

### Impact

On 23<sup>rd</sup> January 2024, residents of Armidale in NSW were impacted by heavy rain and hail, resulting in many customers experiencing damage to their motor vehicles.

### Our response

To assist customers with assessing their vehicles and processing a claim, Allianz will be establishing a Hail Assessment Centre at the following location.

**Location: Hail.com - 57 Bundarra Road, Armidale, NSW 2350**

**Dates: Tuesday 4th February and Wednesday 5th February 2025**

All customers have been contacted via outbound calls to advise them of the centre and to book an appointment.

We would like to extend our sympathy to those affected by the storm.

### Advice for customers

Any individuals affected by the storms should look out for their own and their family's safety first and foremost. For assistance, contact emergency services.

If customers have sustained damage to property and/or motor vehicles as a result of these storms, they should notify Allianz as soon as it is safe to do so.



#### Online

On the claims page [allianz.com.au/claims](https://allianz.com.au/claims). After lodgment, a claims team consultant will contact you as soon as possible.



#### Phone

By calling claims on 13 10 13.

## The following information will assist with a quick claims process



If customers need a windscreen replaced they may contact O'Brien Glass direct on 1800 557 055.

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Customers should photograph damaged or destroyed items e.g. white goods, electrical appliances and furniture, before removing or throwing them out if they wish to claim for these. An inventory is not necessary for total losses. However, an inventory of possessions that have been damaged is helpful where possible.

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## Who to contact

Please contact your Account Manager if you have any queries about Allianz's response to this event.