

Allianz Update

Severe weather event

Impact

We are supporting those affected by Cyclone Zelia, which has impacted parts of Western Australia. We know it can be overwhelming and many people don't know where to begin. That's why we're sharing some first steps customers can take to help guide them through the process.

We are also encouraging impacted customers to submit a claim online via the claims page allianz.com.au/claims.

Our response and claims volumes

The Allianz Claims Services Team is ready to assist with enquiries and lodging claims to ensure customers receive prompt, expert assistance and support. We can call on additional resources should a significant rise in claims volumes occur.

Customers wishing to make a claim for temporary accommodation are also advised to discuss their needs with us during the lodgement process.

Advice for customers

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

- Only return home once authorities say it is safe and avoid fallen or damaged power lines, buildings and trees.
- Make sure electricity and gas supplies are switched off before entering your home. If you're not sure, ask providers for help.
- When it is safe and practical, you can make a claim – either online or by calling 13 10 13. Allianz can help customers find their policy details.
- Take photos of the damage to help support your claim. After this, start cleaning up to prevent any further damage.



Claim Online

On the claims page allianz.com.au/claims. After lodgment, a claims team consultant will contact you as soon as possible.



Claim by Phone

By calling claims on 1300 555 030.

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.



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.

Who to contact

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