

# Allianz Update

## Severe weather event

### Impact

We are ready to support those affected by Cyclone Alfred, which may impact parts of southern Qld and northern NSW this week.

In preparation Allianz will place banners on our website and share content on our social pages to help customers prepare. We are ready to deploy the Allianz Disaster and Recovery Team (DaRT) as required to help people manage their claims.

We are also encouraging impacted customers to submit a claim online via the claims page [allianz.com.au/claims](https://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 Alfred should look out for their own and their family's safety first and foremost. For assistance, contact emergency services.

- Draw up a Home Emergency Plan that includes where everyone in your family will go if evacuated, and how to contact each other if you are separated.
- Put together an Emergency Pack, including a power bank so you can keep your phone charged.
- Secure shutters, windows and doors.
- Trim branches and secure outdoor items.
- To assist with potential future claims, take photos of your assets.
- For more tips visit our Cyclone Support page: <https://www.allianz.com.au/about-us/support-we-offer/extreme-weather-support/cyclones.html>



## Claim 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.

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## Claim by Phone

By calling claims on 1300 555 030.

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## 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.