



Advice Circular to Fund Member Agencies

Queensland, New South Wales and Victorian Floods – Advice No 1

Due to the recent floods in Queensland and NSW, Comcover Member Services (CMS) is contacting Departments and Agencies in order to provide all possible assistance to ensure both property and motor vehicle claims are processed as efficiently and effectively as the exceptional circumstances allow.

In the case of property claims, upon receipt of a completed claim form, CMS will immediately appoint a loss adjuster or assessor to attend the premises in order to assist members with assessment of the damage, management of the loss and initial reinstatement needs.

While CMS endeavours to have all claims assessed as soon as possible, it should be appreciated that the current demand for assessors is likely to be great. In these circumstances it is vital that CMS receive notification from members of all potential claims as quickly as possible.

Due to the potential demand, and accessibility and location issues, attendance by the assessors may take some time, therefore some emergency remedial works may need to be effected prior to the attendance of the assessor.

In these instances, it may be appropriate for Departments and/or Agencies at the affected premises to:

- Immediately attend to any works required to ensure the safety of the public and personnel.
- Take photographs of the damaged areas if safe to do so.
- Attend to the removal of any property damaged beyond repair [eg. carpets and window furnishings], retaining a sample of such items removed to allow for inspection by the assessor and assist later reinstatement.
- Take steps to separate and safely store any salvageable assets and equipment.
- Identify and collate source documentation to support items to be claimed for replacement [eg. invoices, asset registers, receipts, manuals etc]
- Where possible, obtain quotations for repair works to be effected or replacement as appropriate.

It would be greatly appreciated if members could provide CMS with a return email of the details of any properties or assets believed to have been affected by these events.

If you have any queries in relation to the information contained within this circular, or if we can be of any other assistance whatsoever, please do not hesitate to contact **CMS** on **1800 651 540**.

Completed claim forms may be forwarded directly to claims@comcover.com.au.

Thank you and kind regards,

Comcover Member Services