



MEDIA RELEASE

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FOR IMMEDIATE RELEASE

CGU continuing to support customers affected by Melbourne storms

CGU Insurance is continuing to support customers impacted by the Melbourne storms on 6 March, with over 6,500 claims lodged to date.

Ben Bessell, General Manager of Claims for CGU, said the company's dedicated Melbourne storms response team had been working seven days a week to get damage assessed and repairs underway.

"Over 95% of claims lodged to date have been booked in for assessments, and around 40% of these assessments have now been completed," he said.

"We are working very closely with our network of qualified assessors and repairers to ensure that our customers' vehicles and homes are assessed as quickly as possible, and then of course repaired promptly too. These companies have already developed workforce plans to bring in additional resources from interstate and overseas.

"We have four dedicated motor vehicle storm assessment centres operating across Melbourne to complete assessments as quickly as possible.

"As part of the motor vehicle assessment process, our assessors are determining whether vehicles can be repaired using paintless dent removal technology, which gets customers back on the road more quickly. Paintless dent removal also preserves the original paint finish of the vehicle and comes with a lifetime guarantee.

"Our network of builders is also working hard to prioritise repairs based on the level of damage and need for critical repairs. All our builders and assessors carry CGU identification and customers should ask to see this before letting anyone in or around their property.

"We want to thank our customers, brokers and business partners, for their continued patience, and assure them we are working hard to help.

"Due to the high volume of storm-related claims across the insurance industry both in Melbourne and Perth, we know that it will take longer than usual to complete some claims because of the limited availability of quality assessors and repairers. We appreciate that this will inconvenience some affected customers and we are continuing to work hard to respond to these challenges."

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About CGU

Headquartered in Melbourne, CGU Insurance is the largest provider of general insurance to Australia's regional and rural communities, and a leading provider of commercial insurance and workers' compensation. CGU offers a comprehensive range of commercial, rural and personal insurance products through a network of over 1,000 insurance brokers and authorised representatives. CGU has been operating in Australia since 1851 and is part of Insurance Australia Group (IAG).