

Our five-step approach to supporting you, following a flood or storm claim

1	2	3	4	5
<p>Make a List</p> <ul style="list-style-type: none"> <input type="checkbox"/> Take photos or videos and make a list of all wet/damaged contents items and if safe to do so, you can dispose of them. <input type="checkbox"/> Keep a small sample of any damaged flooring to help identify an appropriate replacement (where covered). <input type="checkbox"/> Do not turn on electrical items that have been submerged in water. 	<p>Secure Your Home</p> <ul style="list-style-type: none"> <input type="checkbox"/> We will organize Emergency Repairs to secure your home if needed. <input type="checkbox"/> Securing your home may include turning off power if impacted by flood/storm. <input type="checkbox"/> Securing your home will be a temporary measure as we assess what needs to be repaired. 	<p>Dry out the Home</p> <ul style="list-style-type: none"> <input type="checkbox"/> Where your home has been inundated by flood waters, we may need to remove internal wall linings to support the drying out of your home. <input type="checkbox"/> Where water has entered through the roof, we may need to place dryers in the your home, to help dry out the walls and flooring. 	<p>Determine the repairs</p> <ul style="list-style-type: none"> <input type="checkbox"/> Once your home is dry, our nominated builder will come to your home to determine the extent of damage and repairs required. <input type="checkbox"/> We will talk to you about the repairs required and timeframe it will take to repair your home. 	<p>Repairs Commence</p> <ul style="list-style-type: none"> <input type="checkbox"/> Once repairs commence, we will keep you updated on the progress of repairs.
When	When	When	When	When
As soon as it's safe to do so.	Within 48 hours of lodging your claim.	Within 10 days of lodging your claim.	Within approximately 5 business days, following drying out the home.	As soon as practically possible, following agreement of repairs and building contracts.



To lodge a new claim
Use our [online claim form](#)
[Email Us](#)
Call our 24/7 Claims Team on 1300 020 287

To check on an existing claim
[Email Us](#)
Call our Claims Team on 1300 020 287
Monday to Friday, 8am-5pm (AEST/AEDT)