

# We're here to help

If you're a QBE customer affected by recent extreme weather events, here's what to do next:



**Prioritise safety when returning home and during clean-up.** Wear suitable safety clothing including boots, gloves and eye protection. Navigate debris with caution.



**Don't turn on electrical appliances or lights** until an electrician can check it's safe.



**Before starting your clean-up,** capture photos and/or videos of the damage.



**Remove water-damaged goods,** such as saturated carpets and furnishings, from your property as these may pose a health risk.



**Don't drive a vehicle you believe may be unsafe,** particularly if it has been waterlogged.



**Lodge your claim as soon as you're able** noting the date and time the damage occurred, if known. Don't worry if you don't know your policy number - we'll find it.

## Who to contact?

If you bought your policy directly from QBE, call us on 133 723 and press 2 for Claims. If you bought your policy from a broker, intermediary or your financial institution, contact them to make your claim, or alternatively contact us on 1800 023 387.

## More support

QBE customers can access up to three sessions of free confidential counselling with an experienced psychologist via our partner Assure Programs. To arrange a session call Assure on 1800 808 374 and let them know you're a QBE customer.

Notes:

# Your guide to QBE home building insurance claims

If your home is impacted by an unexpected event, you may want to make a claim on your home insurance. But what happens after you lodge a claim? While every situation is different, here's a breakdown of what to expect.

## Extra help if you're experiencing vulnerability

If you're a QBE customer in need of extra care following a natural disaster or weather event, we have a range of support measures and resources available to assist. Visit [QBE.com/au](https://www.qbe.com/au) to find out more about how we can help customers experiencing vulnerability or call us directly on **133 723**.

