

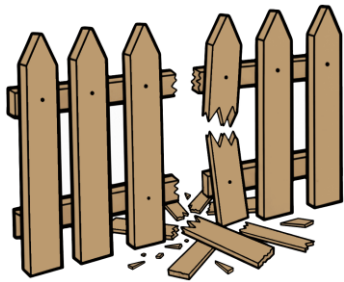
After the bad weather.

You need things fixed.



You are safe now.

But



You need things fixed. Like

- your fence
- your car
- the carpet in your home.



You have cover for that thing.

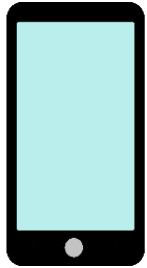
Like you need your fence fixed.

You have home cover with QBE.

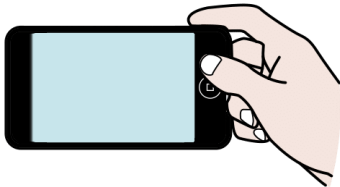


Do **not** call a worker to fix it.

QBE will **not pay** for this work.

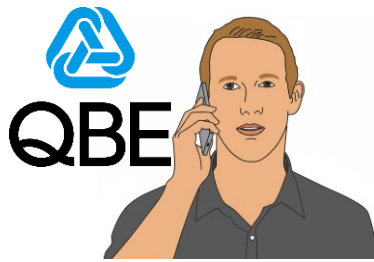


First. You must talk to QBE.



Take photos of what broke.

It helps QBE help you.



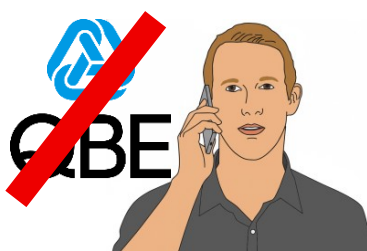
A person may call you

They may say they are from QBE.



They say they can fix your things.

But



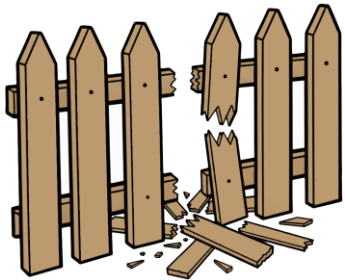
It may be a lie. They are **not** from QBE.

They want to trick you. We call it a scam.



They take your money.

But

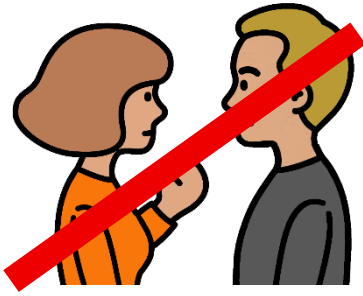


They do **not** fix your things.

Like your fence is still broken.



Do **not** give them any money.



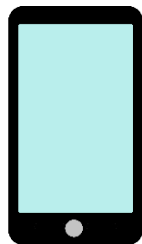
Do **not** tell them things about you. Like

- do **not** tell them where you live
- do **not** tell them your QBE number.



A person calls. They say they are from QBE.

You are **not** sure. End the phone call.



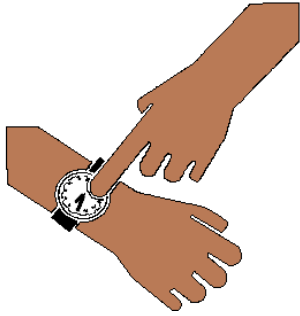
Call QBE.

133 723.

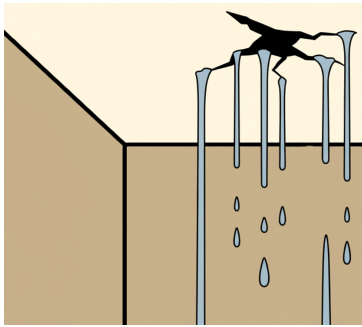
We can help you.



Go to the next page.



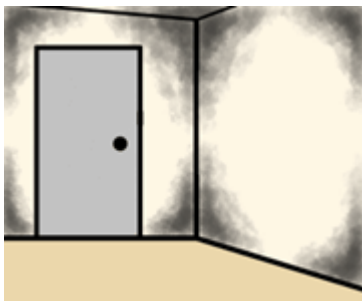
You need it fixed now



It may be your roof has a leak.

Rain can get in.

Or



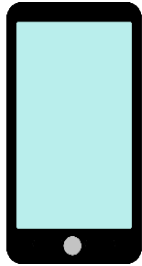
Smoke got in your home.

The walls are dirty. It is hard to breathe.



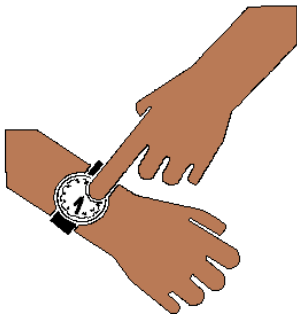
Your home is bad to live in.

We need to fix it fast.



Call QBE.

133 723.



Do this **now**. Do **not** wait.

We can help you fast.



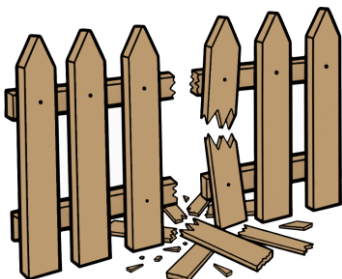
You can wait



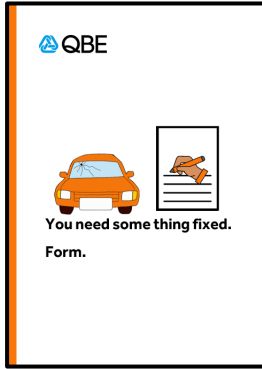
You are OK.

Your home is safe.

But

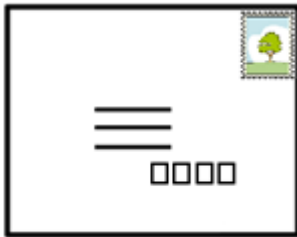


You need some thing fixed. Like your fence.



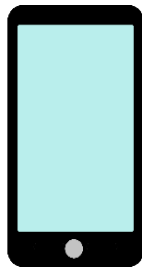
Fill in

You need some thing fixed. Form.



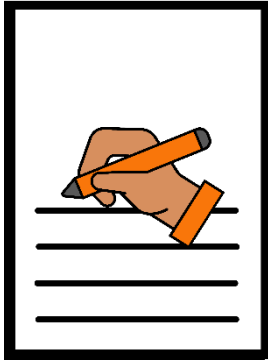
We can send you the form

- in the post
- in an email.



Call us. 133 723.

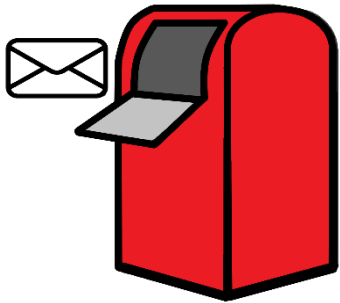
Ask us to send you the form.



Fill in the form.



Then



Post to
QBE Insurance
GPO 9972
Sydney NSW.



What QBE do



We call you. We give you a number.

We put it on all your papers.

We call it your claim number.



We check what happened. Like a bush fire.

We check your cover.

We check what you need fixed.



We may say **no**.

You are **not** covered. We can **not** pay to fix it.

Or



We may say **yes**. We will pay to fix it.

We tell you what we will fix.



We get a worker to fix your things.

QBE pay this worker.



Only QBE can

- get this worker
- pay this worker.



Do **not** call a different worker.

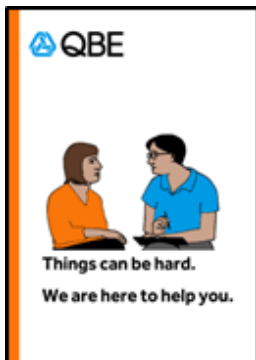


You need more help



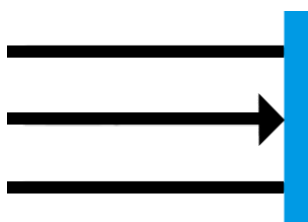
Read

Bad weather. You need help.



Read

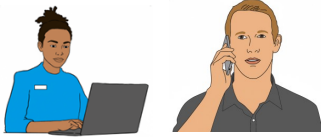
Things can be hard. We are here to help you.



This is the end of this fact sheet.

Images

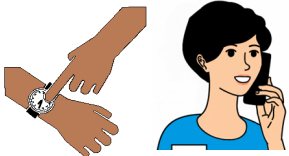
We can use the images from



- CHANGE www.changepeople.org
- Inspired Services



- iStock
- Noun Project

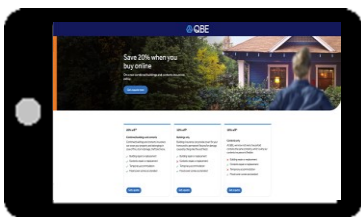


- Picto Selector
- Pixabay



- Tobii Dynavox.

We used AI to make some images.



This fact sheet is based on information from the QBE website.



Access
Easy English

Access Easy English wrote the Easy English.

December 2025.