

An important message from CGU



6 September 2010

Insurance information for CGU customers impacted by the Father's Day weekend storms – CGU is ready to help.

The following information provides general advice for CGU customers about key areas of the claims process. Your CGU claims consultant, can discuss these topics with you in more detail.

Lodging your claim

CGU is urging impacted customers who have not yet lodged a claim to speak with their insurance broker or adviser or call **1800 252 461**.

Having the following information to hand will help us lodge your claim as quickly as possible:

- Policy number
- Contact name and phone number for the Insured
- Loss description
- Location where the loss occurred
- Details of any property damaged

Whilst we are prepared to handle a large number of calls, customers may experience some minor delays in getting through to the hotline. We thank you for your patience as our people work hard to respond as quickly as possible.

Things you can do to assist the claims process

Recording damage to your property or vehicle

You can assist in the claims process by:

- Taking photos of the damage to your property, carpets and/or other goods
- Recording model numbers for electrical equipment – please keep your goods
- Taking a sample of carpet or floor covering prior to disposing of it

Making your property safe

Here are some tips to help you secure your property. Please ensure you undertake these activities in a responsible and safe manner.

- Remove and dispose of any debris
- Turn off electricity and unplug all electrical equipment in the damaged area
- Rope off dangerous areas so people don't enter
- Remove damaged carpet and mattresses – remember to keep a small carpet sample and take photos
- Remove broken glass fragments and cover any open windows

Please note, we recommend that you do not get on your roof – if required, we will arrange for one of our preferred builders to attend your property and complete 'make safe' repairs.

For further information and claims advice, please call us on **1800 252 461**.

*This public information notice provides general information only. Please refer to your PDS or policy booklet for full details of the cover provided. If you require a copy of your policy, please contact us or your insurance adviser. Insurance issued by CGU Insurance Ltd ABN 27 004 478 371, AFS Licence 238291