

# Helping customers facing disaster



**9th February 2008**

With much of Australia facing natural disasters again this summer, the Westpac Insurance Home and Contents team has been there to support customers in need.

For the customers seriously affected by the floods in south-east Queensland, northern NSW and more recently, northern Queensland, Westpac announced special disaster relief packages.

While the aftermath of a natural disaster is never predictable, customers are pleased with the response by the Westpac insurance team.

David Sinclair, Head of Home and Contents, Westpac General Insurance, said despite another wild summer season with customers facing everything from hail damage and torrential rain, to flooding and bushfires, the Westpac General Insurance home and contents claims team has been hot on the phones, helping customers across the country.

"We've received two to three times the number of normal inbound claims from these events. The team have been diligent in promptly processing claims, providing finances for emergency accommodation and loss of rent, as well as ensuring loss assessors and tradesmen are on the ground quickly to assist customers with damaged property." David said.

Due to the wide range of customers seriously affected by flooding in south-east Queensland and northern NSW, and more recently, northern Queensland, Westpac has announced disaster relief packages to help customers avoid the additional burden of worrying about financial commitments.

Over the summer season, The Westpac Home and Contents team heard from customers who experienced violent thunderstorms in north-west Sydney, baseball-sized hail stones that pounded homes and cars, severe rains in and around Melbourne, as well as bushfires in Western Australia and heavy rains in the Northern Territory.

"Most recently, we've had some calls from customers seriously affected by flooding in south-east Queensland, northern NSW, and northern Queensland," David said.

According to him, customers are glad to be with a bank that provides support through relief packages and a hard-working Home and Contents Insurance team.

"Westpac stands out as a supportive bank and quick-to-respond insurance provider, which unlike some companies, provides full cover for flood and sea damage," David said.

"With a Home and Contents Insurance team that scores at least a 90 per cent customer satisfaction rate even in the busy times, its clear Westpac is on top of its game when it comes to mitigating extra unnecessary hardship for customers."

**Don't leave yourself exposed or under insured.**

**WE CAN CERTAINLY HELP YOU OUT**

**Contact myself and I will be happy to arrange my Insurance Specialist to contact you immediately.**

**(03) 9484 8894 or 0415 280 555**