

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**.

