

20/10/2016



Dear Client

Cyclone / Storm Preparedness reminder for the 2016-2017 season

We wish to remind you that we all need to ensure our seasonal preparations are in order. Listed below are our simple Checklists and Emergency Contact Details for your convenience and use. This is not a complete list but it's a good start.

Insurance Review and Documents Checklist:

- Do you have a current copy of your insurance policy/policies on hand?**

If not, please call us and we will send you a copy.

- Have you reviewed your current insurance cover and are you comfortable with your current coverage?**

If not, please contact our office immediately so that we will amend your cover as required. Remember, once a Cyclone is named you can not apply for or change your existing cover.

- Do you have a copy of your "Proof of Repairs" from previous events?**

You will need to show that you have completed your previous cyclone repairs. Make sure you have retained your claim number (if repaired by your insurer) or your invoice/receipts if you have undertaken your own repairs.

- Take photos/video of your property and possessions in situ prior to the event.**

A picture is worth a thousand words. This will also satisfy proof of ownership requirements when all else fails.

- Update your emergency contact telephone numbers.**

Your Property - Have you:

- Trimmed your trees and removed overhanging branches?
- Cleared your gutters and checked your roof is secure?
- Removed all loose items from your property?
- Run your generator and given it a service?
- Prepared to install storm shutters or purchased tape for your windows?

Emergency Kit:

Have you prepared your emergency kit including:

- Portable Radio.
- Copy of your insurance documents, previous cyclone repair documents, photo's of your property. ****Cyclone Claim Notification to Insurer Form****
- Spare Batteries/Portable Charging Devices/Power Banks
- Old style plug in telephone (no batteries or power required).
- First Aid Kit.
- Essential Medications.
- Non-perishable Food and Water
- Candles, Matches and Torches.
- Pet food and a Litter Box
- Toys for the kids.
- Other - _____

Pre Event - Action Required:

- Do you have a safe room in your home, if not have you made arrangements to go elsewhere?
- Do you have an evacuation plan?
Remember if you leave it may be days before you return home. Make sure you throw out your perishables from your fridge and freezer before you go.
- Have you fuelled up all vehicles and have a supply of fuel on hand for your generator?
- Have you organised storage containers for emergency water supplies?
- Don't forget CASH - ATM's and EFTPOS facilities don't work when there is no power.**
- Are your mobile electronic devices fully charged/or do you have an external charging device?
- Have you checked that your neighbours and family are prepared?
- Do you know the frequency of your local radio stations so that you can tune in during the event?
Stay inside until the event is over.

Post Event - Action Required:

A few simple actions will save a lot of heart ache post disaster.

- Help yourself and then your neighbours.
- Take photos/video of your damaged property.
- Complete your Cyclone Claim Notification to Insurer Form** - these are the questions that your insurer/broker will ask when you call them. If you have thought about and recorded your damage, this will assist them to prioritise your claim and speed up the assessment process. This form can also be emailed once completed.
- Make a list of your damaged items and store non-perishables for assessment by your insurer.
- Try to wash down external surfaces before the storm debris dries out. Debris will wash off walls, cars, sheds, etc with a hose whilst it is still wet. Once it dries - it sets like concrete.
- Try to use your cold and frozen foods before they perish. Cold and frozen items that can not be saved should be recorded as you throw them away.
- Ring your insurer/broker as soon as you can - being mindful of the extent of your damage - those who are not dry/nor safe will take priority.

EMERGENCY CONTACTS LIST

Local Emergency Contact Numbers:
(Record your local numbers below)

Acme Insurance Brokers Karen Hardy	Phone. 07 40 682 170 Mobile. 0407 688 504
SES	
Police	
Ambulance	
Fire	
Doctor	
Next of Kin	
Other - i.e. family, neighbours, radio stations, builder, plumber, etc.	

Insurance Company - Emergency Contact Numbers:

If you cannot find the Emergency Contact details for your POLICY/INSURER listed below, please contact Acme Insurance Brokers and we will provide these to you. **These contacts should only be used in the event of a natural disaster** - for all other claims please contact Acme Insurance Brokers in the first instance.

****Suffix - your policy number ENDS with**
****Prefix - your policy number BEGINS with**

Insurer	Policy number	Type of Policy	Telephone	Email
Allianz (**Suffix)	CMP VSD TSP MPK	Motor - Private Motor - Business Trades Package Motor Trades	1300 300 573	claims_0730237649@allianz.com.au
CIL (**Prefix)	RCV RSR RMH	Caravan Relocatable Homes Motor homes	1800 112 481	myclaim@cilinsurance.com.au
CGU (**Prefix)	35U 24B 06H 06L 23A 24C 39P 23C 15T 01R	Rural Property Rural Motor Domestic Landlords Motor - Private Motor - Business Boat Caravan Business Padlock	132 480 24 hour hotline	claims@cgu.com.au

Insurer	Policy number	Type of Policy	Telephone	Email
Club Marine (**Prefix)	Q	Boat	1300 002 582	qldclaims@clubmarine.com.au
Nautilus Marine (**Prefix)	PRI	Boat	(07) 3396 2344 1300 780 533 (for clients outside of QLD)	claimsteam@nautilusmarine.com.au
QBE (**Suffix)	LPK/FAR HPK MPA MVA TOP BPK	Rural Domestic Motor - Private Motor - Business Transport operators Business	1800 023 387	gicclaims@qbe.com
QBE Marine (**Suffix)	PRC	Boat	1800 227 972	marineclaims@qbe.com
Vero (**Prefix)	HAI HDI HLH PMI SMX	Domestic Domestic Landlords Motor - Private Business/Motor	1300 888 073	lodgeclaim@vero.com.au
Zurich (**Suffix)	ZBI ZBI	Business Motor	(07) 3864 6200 After hours - 13 26 87	motorclaims.qld@zurich.com.au propertyclaims.qld@zurich.com.au

Acme are ready for whatever nature throws at us over the next five monthsare you?

Yours faithfully



Karen Hardy

Att - Cyclone Claim Notification to Insurer Form