

Market Update

11 February 2013



Tropical Cyclone Oswald

Tropical Cyclone Oswald has caused extensive damage and Crawford has mobilised its experienced adjusters to provide help to people and businesses badly affected by flooding.

Crawford has significant adjusting expertise working in the Maryborough/Bundaberg area. All branches throughout Queensland and Northern NSW are dealing with significant claim numbers.

Additional resources have been sent to the Gayndah/Mundubbera area that is approximately 170 km west of the township of Maryborough.

A number of crossroads, excluding the main highways, still remain closed due to significant damage to the roads and some creek crossings. This has resulted in some difficulties in reaching areas of damage.

In Bundaberg, the newest bridge has suffered significant damage on one of its abutments that has rendered the bridge unusable. All traffic is passing over an old iron bridge with limited access available.

Adjusters are not able to access properties and streets until some clean up has occurred as the streets are awash with mud and a significant number of properties remain unclean. Mosquitoes are a problem. The yard areas of residential properties have now become pools of mud.

Accommodation has become an issue in the Bundaberg area as many of the displaced people are now looking to locate to semi-permanent locations until their residences are repaired.

Adjusters have to drive considerable distances to start their day and drive the same distance home in the evening, coupled with the additional requirements of paperwork and Insurer statistical information.

The Insurance Council of Australia (ICA) announced it is holding an insurance forum in Bundaberg for policyholders in the Wide Bay-Burnett region affected by the recent extreme weather and flooding. The ICA has provided advice to homeowners and businesses around protecting their property.

This advice includes not waiting for adjusters to visit before starting clean up. The ICA recommends that people contact their insurers, take photographic evidence and do not authorise repairs without consulting their insurer. More information can be found on www.insurancecouncil.com.au.

For assistance now, contact:

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