Statement of James Higgins

30 September 2011

Statistical Information

QFCI

Date

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Exhibit Number:

873

STATEMENT OF JAMES JOSEPH HIGGINS IN RESPONSE TO REQUIREMENT TO PROVIDE INFORMATION ISSUED TO SUNCORP INSURANCE DATED 9 SEPTEMBER 2011

JAMES JOSEPH HIGGINS, c/- Suncorp, Level 31, 266 George Street, Brisbane, states on oath:

- 1. I am the Executive Manager, Queensland Event Recovery for Suncorp Personal Insurance, a division of the Suncorp Group.
- I have authority on behalf of Suncorp Group Limited, Suncorp Metway Insurance Limited (Suncorp) and Australian Associated Motor Insurance Ltd (AAMI) to respond to the Requirement to Provide Information issued by the Commission of Inquiry dated 9 September 2011 in respect of Suncorp and AAMI home and contents policies.
- 3. Attached as **Annexure 1** is a spreadsheet containing the following information in relation to Suncorp:
 - Tab 1: Number of and time taken to decide household claims (home and contents insurance);
 - Tab 2: Number of and time taken to decide household claims (building insurance only);
 - c. Tab 3: Number of and time taken to decide household claims (contents insurance only);
 - d. Tab 4: Number of household claims (home and contents insurance) paid, settled or finalised and time taken to pay, settle or finalise claims;
 - e. Tab 5: Number of household claims (building only) paid, settled or finalised and time taken to pay, settle or finalise claims;
 - f. Tab 6: Number of household claims (contents only) paid, settled or finalised and time taken to pay, settle or finalise claims;
 - g. Tab 7: Number of reviews of rejected household claims and time taken to complete reviews; and
 - h. Tab 8: Outcome of reviews.
- Attached as Annexure 2 is a spreadsheet containing the same tabs of information in relation to AAMI.
- 5. In considering the information contained in the annexures, it is important to be aware that within the industry, and between brands, insurance companies have different ways of processing claims which affect the point in the claims process in which a claim is considered "decided" and "settled". For that reason, the following information is

necessary to properly interpret the attached annexures.

Suncorp

- Suncorp brand home and contents policies include automatic flood cover. Flood claims
 for habitable buildings and domestic contents are automatically accepted at the time of
 claim lodgement, subject to confirmation that there is a valid and paid-up policy acquired
 at least 72 hours prior to the insurable event.
- As Suncorp extensively advertised at the time, insureds with Suncorp home and contents cover were covered for flood damage and all they needed to do was lodge a claim.
- Accordingly, with the exception of policies potentially incepted within 72 hours prior to the relevant flood event, the date the claim was "decided" was simply the date the claim was lodged. Once lodged, the claim proceeded to the assessment, repair and replacement process.
- 9. Accordingly, the spreadsheets in tabs 1 to 3 of Annexure 1 reflects that all claims were decided within 10 business days. Where policies were potentially incepted within 72 hours prior to the flood event, claims were considered further, but in the case of this event, all such claims were decided in the first 10 days.

IMAA

- 10. The Suncorp Group's general insurance business has evolved from a series of mergers, the latest of which occurred in 2007. As a result of this history, different processes and systems exist within different brands offered by the Group. As part of the ongoing continuous improvement and post-merger implementation, the AAMI claims operations have now moved to the Suncorp ClaimCentre system. However, as most of the data for claims arising from the flood events was processed prior to conversion, much of the data sought by the Commission in relation to AAMI claims had to be sourced from the legacy AAMI systems.
- 11. The legacy AAMI system does not have a pre-existing system flag for the date a claim is "decided". In that respect:
 - a. When a decision was made by AAMI to decline a claim, the claim file was noted as a 'decline' and the customer was notified by telephone and letter, usually the same day. For claims declined, the information provided in the spreadsheets in tabs 1 to 3 of Annexure 2 reflect the date of the decision to decline the claim as the fact of the claim having been declined is flagged in the system.
 - b. However, when a decision was made to accept a claim, no flag is placed in the system. The customer was advised by telephone of acceptance of the claim and the required steps to assess, repair or replace, as applicable, was commenced. Because no 'acceptance date' is flagged in the system, in

addressing the Commission's information request, the only conclusive data we can automatically obtain from the legacy claims system, is the date the first payment was made on the accepted claim. The information provided in the spreadsheets in tabs 1 to 3 of Annexure 2 for accepted claims, reflects the date the first payment was made on the claim as the date of "decision" of the claim.

- 12. Clearly, the date of the decision to accept the claim will in most cases have been prior to the date of first payment. In the majority of cases, it will have been some considerable time prior to this. For example, there will be claims that are active in our system where AAMI is waiting on customers to provide certain documentation to enable us to process and pay their claim (e.g. list of contents, quote to repair minor damage).
- 13. To obtain the actual date of acceptance for accepted claims, it would be necessary to individually interrogate each claim file for the more than 500 accepted or partially accepted claims. This would provide a more favourable picture of AAMI's speed of decision-making but the time for response to the Commission's Request has not permitted us to complete such an exercise.
- 14. Should the Commission require that information, we will undertake that exercise, however given the manpower required to do so, at least two weeks would be necessary. Otherwise, we request the Commission take into account that the information in the spreadsheets at tabs 1 to 3 of Annexure 2 for accepted claims contains some 'slippage' of time, i.e. that claims were in fact decided more quickly than the statistics suggest.

Paid, Settled or Finalised

- 15. The typical steps in a home claim, following acceptance, are:
 - a. On receipt of a claim, it is referred to the assessing team who make decisions on what type of assessment is required on the claim (e.g. internal assessment, external assessment, repair assessment).
 - b. If required, an assessor is sent to the insured address to make a visual inspection of the damage (e.g. for a Major Loss claim).
 - c. The assessor can recommend and estimate repairs or, where applicable, assess an amount to be offered to cash settle the claim or where the damage being claimed is not covered under the policy (eg pre-existing, termite) the assessor can recommend a decline of individual items or the overall claim based on the policy wording.
 - d. For major loss claims and more complex claims (e.g. above \$10,000), a dedicated Client Manager is appointed. The client manager reviews the assessor's report and decides if the claim decision should be changed and they will make this change on the system. The claim manager creates all jobs and assigns them to the Supplier or Repairer Coordination consultant.
 - e. For major claims arising out of the flood events this involved referring claims to

Lend Lease for project management. Following such referral, the claims manager continues to be the point of contact for the customer, to keep the claim under review as to the progress and to deal with other claim components not managed by the Project Manager such as arrangements for temporary accommodation for the customer during repairs.

- f. Supplier & Repairer Coordinators Interact with the vendors regarding quotes, orders and completion of jobs. They also are involved in the approval and authorisation of vendor invoices.
- g. In the event that there are concerns over the validity of aspects of claims, a claim may be referred to the Fraud and Investigations team for review.
- 16. Typically, there will be payments made at various points in that process, therefore in many claims there will not be a single date the claim is "paid", and the settlement process is necessarily a lengthy one.
- 17. In contrast, depending on the circumstances of a particular claim and discussions with the insured, some claims are cash settled. If a cash settlement is negotiated with a customer, a claim can be finalised reasonably quickly with a customer then having responsibility for the repairs or replacement.
- 18. Also, during the recent flood and cyclone events Suncorp introduced strategies to fast track low value claims so they could be settled and finalised quickly, these are set out in paragraph 86-89 of my statement dated 14 September 2011.
- 19. It is also important to note that a claim is not considered "finalised" until all matters on the file have been attended to.
- 20. Delay in finalising a claim increases the cost of the claim to the insurer, for example, if repairs to a home is delayed, additional costs for temporary accommodation for the customer will be incurred, which are covered under the policy. Also, there is an administrative cost of staff continuing to manage the claim.
- 21. The performance measures which the Suncorp Group applies to its staff, and third parties such as its contracted assessors and service providers, include the timeliness of claim completion and customer satisfaction. However, there are a number of factors which can cause claims to remain open on the system which are outside the control of the insurer including:
 - a. Customers not responding to requests for information e.g. providing proof of ownership, replacement quotes. There are around 3,000 low value claims across the flood events on our system where we are awaiting a response from customers.
 - b. Customers may abandon their claim without advising.
 - c. Customers not providing proof of ownership where requested.

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- d. Customers taking the opportunity to undertake renovations and other work outside the scope of the claim but which can delay the completion of the claim. For example, where an insured renovates a kitchen that is not part of the insurable repair, delays can occur due to the rescheduling of trades to complete this work.
- e. Other matters remain outstanding, for example, all repairs on a claim have been completed but there are still recovery amounts to be finalised. The claim will remain active until these amounts are recovered from third parties.
- f. Repairs are completed but the repairers are tardy in finalising and forwarding invoices. From the customer's perspective, the claim is "finalised" but the claim file will remain open on our books until the repairer has submitted a final invoice and it has been paid.
- 22. As outlined in the various submissions and responses Suncorp has provided to the Commission, there are an enormous number of variables which can impact the time taken to decide and settle a claim. The time required to settle a \$400 food spoilage claim is vastly different to the time required to manage a major repair or rebuild of a home.
- 23. In addition, Suncorp endeavours to work with its customers during the claims process and provide flexibility to enable customers to take the opportunity to make changes outside policy coverage which can delay the process of finalising claims.
- 24. In our view these statistics are not a complete measure of insurer performance nor capable of being used to accurately compare the performance of different insurers.

Sworn by the Deponent)	
At Brisbane)	(
This 30th day of)	
September 2011)	James Joseph Higgins
Before me		
Soliciter		

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ALBERTA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ALEXANDRA HEADLAND	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ALLOWAY	1 -	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ALPHA	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ALTON DOWNS	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDERLEIGH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ARUNDEL	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BARCALDINE	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BATTERY HILL	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BENOWA BILOELA	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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BLI BLI BLUFF	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BOULDERCOMBE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BRANYAN	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BRISBANE	1,268	7	0	2	0	1	0	0	0	0	0	0	0	0	0
BUDERIM	1,208	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BUNDABERG	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BUNGADOO	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BURNSIDE	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BYFIELD	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CALAVOS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CALOUNDRA WEST	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CHILDERS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CLINTON	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
COORAN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
COOROIBAH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
COW BAY	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CRAIGNISH	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURRA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURRIMUNDI	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DEPOT HILL	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ELECTRA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EMERALD	280	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EULEILAH	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EUMUNDI	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FAIRY BOWER	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FLAXTON	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FRENCHVILLE	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GAYNDAH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GLADSTONE-CITY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GLEN EDEN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GLENDALE	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GOLDEN BEACH	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GOOVIGEN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GRACEMERE	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIGHWORTH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IPSWICH	698	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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KAWANA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KAWUNGAN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KIN KORA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KINKA BEACH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KOONGAL	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LANDSBOROUGH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LARAVALE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LITTABELLA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LONESOME CREEK	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MAROOCHYDORE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MARYBOROUGH	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MEANDARRA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MINYAMA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MIRIAM VALE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MONTO	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MONTVILLE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MOOLOOLABA	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MORGANVILLE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MOUNT ARCHER	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MOUNT COOLUM	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MOUNT MARIA	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MOUNT TAMBORINE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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MUNDUBBERA	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NAMBOUR	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NOOSA	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NORTH MALENY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OAKHURST	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PACIFIC HAVEN	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PALMWOODS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PARK AVENUE	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PELICAN WATERS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PEREGIAN BEACH	3	_	0	0	0	0		_	0	0	0	0	0		_
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POMONA PORT CURTIS PROSPECT REEDY CREEK REESVILLE RIVERLEIGH ROCKHAMPTON ROLLESTON ROSEDALE RUBYANNA RUBYVALE SCARNESS SHARON SOUTHPORT	1 1 6 2 1 1 1 34 2 1 1 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0
POMONA PORT CURTIS PROSPECT REEDY CREEK REESVILLE RIVERLEIGH ROCKHAMPTON ROLLESTON ROSEDALE RUBYANNA RUBYVALE SCARNESS SHARON SOUTHPORT SPRINGSURE	1 1 6 2 1 1 1 34 2 1 1 1 1 1 6 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0
POMONA PORT CURTIS PROSPECT REEDY CREEK REESVILLE RIVERLEIGH ROCKHAMPTON ROLLESTON ROSEDALE RUBYANNA RUBYVALE SCARNESS SHARON SOUTHPORT SPRINGSURE SUNSHINE BEACH	1 1 6 2 1 1 1 34 2 1 1 1 1 1 6 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0
POMONA PORT CURTIS PROSPECT REEDY CREEK REESVILLE RIVERLEIGH ROCKHAMPTON ROLLESTON ROSEDALE RUBYANNA RUBYVALE SCARNESS SHARON SOUTHPORT SPRINGSURE SUNSHINE BEACH SURFERS PARADISE	1 1 6 2 1 1 1 34 2 1 1 1 1 6 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
POMONA PORT CURTIS PROSPECT REEDY CREEK REESVILLE RIVERLEIGH ROCKHAMPTON ROLLESTON ROSEDALE RUBYANNA RUBYVALE SCARNESS SHARON SOUTHPORT SPRINGSURE SUNSHINE BEACH SURFERS PARADISE TALLAI	1 1 6 2 1 1 1 34 2 1 1 1 1 6 1 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
POMONA PORT CURTIS PROSPECT REEDY CREEK REESVILLE RIVERLEIGH ROCKHAMPTON ROLLESTON ROSEDALE RUBYANNA RUBYVALE SCARNESS SHARON SOUTHPORT SPRINGSURE SUNSHINE BEACH SURFERS PARADISE TALLAI TAMBORINE	1 1 6 2 1 1 1 34 2 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0									
POMONA PORT CURTIS PROSPECT REEDY CREEK REESVILLE RIVERLEIGH ROCKHAMPTON ROLLESTON ROSEDALE RUBYANNA RUBYVALE SCARNESS SHARON SOUTHPORT SPRINGSURE SUNSHINE BEACH SURFERS PARADISE TALLAI	1 1 6 2 1 1 1 34 2 1 1 1 1 6 1 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

TAUNTON	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TEWANTIN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
THANGOOL	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
THEODORE	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOOGOOM	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOOWOOMBA	722	1	0	0	0	0	0	0	0	0	0	0	0	0	0
TORQUAY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TWIN WATERS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
URANGAN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
URRAWEEN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WALLANGARRA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WANDAL	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WATALGAN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WONDUNNA	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WOOMBYE	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WOWAN	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WURDONG HEIGHTS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WURTULLA	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YANDARAN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YARWUN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YEPPOON	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total	3,296	8	0	2	0	1	0	0	0	0	0	0	0	0	0

months	Outstanding	TOTAL
Declined		
0	0	1
0	0	2
0	0	1
0	0	7
0	0	2
0	0	1
0	0	1
0	0	2
0	0	1
0	0	1
0	0	8
0	0	1
0	0	3
0	0	2
0	0	1
0	0	2
0	0	1,278
0	0	10
0	0	38
0	0	2
0	0	2 1
0	0	
0	0	1
0	0	1
0	0	1
0	0	1
0	0	1
0	0	2
0	0	2
0	0	1
0	0	2
0	0	14
0	0	1
0	0	280
0	0	2
0	0	1
0	0	1
0	0	1
0	0	3
0	0	1
0	0	1
0	0	1
0	0	2
0	0	2
0	0	1
0	0	2
0	0	1
0	0	698

0	0	7
0	0	1
0	0	1
0	0	1
0	0	1
0	0	3
0	0	1
0	0	1
0	0	1
0	0	2
0	0	1
0	0	3
0	0	1
0	0	1
0	0	1
0	0	1
0	0	1
0	0	3
0	0	1
0	0	1
0	0	1
0	0	2
0	0	1
0	0	1
0	0	3
0	0	4
0	0	4
0	0	1
0	0	1
0	0	2
0	0	1
0	0	6
		1
0	0	
0	0	3
0	0	1
0	0	1
0	0	6
0	0	2
0	0	1
0	0	1
0	0	1
0	0	34
0	0	2
0	0	1
0	0	1
	0	1
0		
0	0	1
0	0	6
0	0	1
0	0	1
0	0	1
0	0	1
0	0	1
0	0	1
0	0	1
0	0	3
U	U	3

0	0	1
0	0	1
0	0	4
0	0	29
0	0	2
0	0	723
0	0	1
0	0	1
0	0	1
0	0	1
0	0	1
0	0	3
0	0	1
0	0	2
0	0	2
0	0	2
0	0	1
0	0	2
0	0	1
0	0	1
0	0	2
0	0	3,307

Column		10 business		e taken to deci	ide household claims	[home building insura	ance only] as at 1 Sep	tember 2011 Between 5	0		
										Outstanding	TOTAL
Column	ALDERSHOT	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Mathematical	ALTON DOWNS	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Mathematical	ASHMORE	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Martin	BAJOOL	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Martin	BATTERY HILL	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Mart	BENOWA	6 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	6
Mart	BLI BLI	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Martin	BONOGIN	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
	BOYLAND	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Mathematical	BRANYAN BRIGALOW	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Column	BUDDINA	5 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	5
Column	BUNDABERG	4 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	4
Section	BUNDABERG EAST	3 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	3
Column	BURLEIGH HEADS	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Mart	BURNETT HEADS	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Column	BUXTON CALICO CREEK	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Martin	CALOUNDRA	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Marchan 1	CARRARA	4 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	4
March	CEDAR VALE	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
March	COES CREEK CONONDALE	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Column	COOMBABAH	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Service 1	COOROY	4 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	4
Marchelle	CURRA CURRIMUNDI	2 0 3 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
March Marc	CURRUMBIN WATERS DAINTREE	1 0 1 0	0 0 0 0	0	0 0	0 0	0 0	0 0 0	0 0	0	1 1
Column	DICKY BEACH	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Second	DRINAN DUNDATHU	1 0 1 0	0 0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Manual	DUNDOWRAN BEACH EAGLE HEIGHTS	2 0 3 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Column	ELAMAN CREEK	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Column	ELI WATERS	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
Second	EUDLO FAIRY BOWER	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Company Comp	GLENDALE	1 0 1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
March Marc	GLENVIEW	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Control 1	GOOVIGEN										
Marchand	GYMPIE	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Column	HIGHLAND PARK	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Marchest	HUNCHY	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
George 1	JAMBIN	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Section 1	KIAMBA	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Column	KIN KORA	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MATHEMATICAL 1	KOONGAL	3 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	3
March 1	LANDSBOROUGH	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Monte	MALENY	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
Montanger 1	MAROOCHY RIVER	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
WORLD 1	MERMAID WATERS	2 0 1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
March 1	MINYAMA	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MODERAL MAINT 1	MONS	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MAGNETISCHAME	MOOLOOLAH VALLEY	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MARCHANGEST 1	MOUNT COOLUM	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MONDAIL SALES 1	MOUNT MORGAN	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MARCOSTEAM 1	MOUNT TAMBORINE MOUNTAIN CREEK	1 0 1 0	0 0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MARINGE 1	MUDGEERABA	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
MESSEN 1	MUNDUBBERA	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
SOCIALIDAD 1	NEERDIE NERANG	1 0 1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MORTH MAILAN 1	NOOSA HEADS	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
MARCH MARC	NORTH ISIS	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
PARAMONOS 2	PACIFIC HEIGHTS PACIFIC PINES	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
PASSAMAN 2	PARADISE WATERS	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
PREGNAM PACH 2	PARREARRA	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
PRIJECT 1	PEREGIAN BEACH PEREGIAN SPRINGS	2 0 1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2 1
PRIMONA 1	PIALBA PINBARREN	1 0 1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
POPIC CARTIS 1	POMONA	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
ROBINAL ROBINA	PORT CURTIS	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
ROSSMOUNT 1	ROBINA ROCKHAMPTON	2 0 28 0	0 0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2 28
SCARNISS 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ROSEMOUNT	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
SHELT BEACH 1	SCARNESS	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
SOUTH BINGERA 1	SHELLY BEACH SIPPY DOWNS	1 0 4 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	4
SOUTHISS	SOUTH BINGERA	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
SUNY NALLEY 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SOUTH ISIS	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
SUNSHINE BEACH 3	SUN VALLEY SUNSET	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
TALEBUDGERA VALLEY	SUNSHINE BEACH SURFERS PARADISE	3 0 2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	3 2
TEMANTIN	TALLEBUDGERA VALLEY TAMBORINE	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1 2
THE CAYES	TEWANTIN	5 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	5
TIN CAN BAY	THE CAVES	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
TORQUAY 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	TIN CAN BAY TOOGOOM	1 0 1 0	0 0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
TWIN WATERS 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	TORQUAY	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
VALDORA 1	TWIN WATERS	3 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	3
WARANA 1	VALDORA WALTERHALL	1 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
WEYBA DOWNS 1 0 <th< td=""><td>WELCOME CREEK</td><td>2 0</td><td>0 0 0</td><td>0</td><td>0 0</td><td>0 0</td><td>0 0</td><td>0 0</td><td>0 0</td><td>0</td><td>2</td></th<>	WELCOME CREEK	2 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	2
WURTULIA 6 0<	WEYBA DOWNS WONGLEPONG	1 0 1 0	0 0 0 0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	1
TANQUINDR 1	WURTULLA	6 0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0	6
		1 0 2,126 2									

				Number o	of and time	taken to d	lecide hou	sehold claii	ms [conten	ts insurar	nce only] as	at 1 Septe	mber 2011					
City/Town		usiness or less		10 business d 1 month		reen 1 months		en 2 and onths	Betw and 4 r	een 3 nonths		veen 4 months		reen 5 months	Over 6	months	Outstanding	TOTAL
ALEXANDRA HEADLAND	Accepted	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	0	1
ALTON DOWNS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
AVONDALE BARCALDINE	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
BARGARA BATTERY HILL	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
BILOELA	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
BLI BLI BLUFF	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
BRACEWELL BRANYAN	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
BRISBANE	815	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	816
BUDERIM BUILYAN	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10 1
BUNDABERG BUNGADOO	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12 1
BURLEIGH HEADS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
BURRUM HEADS BUSHLEY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
BYFIELD CALICO CREEK	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
CALOUNDRA WEST	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
CHATSWORTH CLEAR ISLAND WATERS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
CLERMONT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
COMET COOLUM BEACH	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
CURRIMUNDI DIAMOND VALLEY	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
DICKY BEACH	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
DUNDOWRAN EAGLE HEIGHTS	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
EIDSVOLD	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
ELANORA ELECTRA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
EMERALD EULEILAH	111 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	111 1
GIN GIN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
GLEN EDEN GLENMORGAN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
GRACEMERE GYMPIE	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
HOLLYWELL	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
HOPE ISLAND HOWARD	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
INNES PARK	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
IPSWICH ISLA	294	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	294 2
KABRA KAWANA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
KENSINGTON	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
KIANGA KINGS BEACH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
KOONGAL MARCUS BEACH	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MAROOCHY RIVER	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MAROOCHYDORE MARYBOROUGH	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
MARYBOROUGH WEST MEADOWVALE	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
MEANDARRA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MIARA MINYAMA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MONDURAN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MONTO MONTVILLE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MOOLOOLABA MOOLOOLAH VALLEY	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
MOUNT ISA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MOUNT MORGAN MOUNT TAMBORINE	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MOUNTAIN CREEK MUDJIMBA	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 2
NAMBOUR	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
NEW AUCKLAND NOOSA	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
NORTH TAMBORINE NORVILLE	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
PACIFIC HEIGHTS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PARADISE POINT PARADISE WATERS	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PARK AVENUE PARKWOOD	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
PARREARRA	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
PELICAN WATERS PEREGIAN	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
PIALBA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
POMONA PROMISEDLAND	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
RAGLAN RIDGEWOOD	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
ROCKHAMPTON	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16
ROUNDSTONE RUNAWAY BAY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
SCARNESS SIPPY DOWNS	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1
SUN VALLEY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TANAWHA THANGOOL	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
THE CAVES THEODORE	1 13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 13
TINANA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TOOWOOMBA UNDULLAH	318	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	318 1
WELCOME CREEK	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
WILLOWS WORONGARY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
WOWAN Grand Total	1 1,704	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 1,705
Granu rotal	1,704				. 0			. 0		. 0								1,703

City/Town	1 month	Between 1	Between 2 and	Between 3	Between 4	Between 5	Over 6 months	Outstanding	TOTAL
ALBERTA ALEXANDRA HEADLAND	0 0	and 2 months 0 1	3 months 0 0	0 0	and 5 months 0 0	and 6 months 0 0	1 0	0	1 2
ALEXANDRA HEADLAND ALLOWAY ALPHA	0	0 0	0 0 1	0 0 1	0 0	1 0	0 0 1	0 4	1 7
ALTON DOWNS ANDERLEIGH	0	1 1	0	1 0	0	0	0	0	2
ARUNDEL AVOCA	0	0	0	0	0 1	1 0	0	0 1	1 2
BARCALDINE BATTERY HILL	1 0	0	0	0 1	1 0	0	0	0	2
BENOWA BILOELA	0	0	0	0 1	1 0	0 1	0 2	0 4	1 8
BLACK MOUNTAIN BLI BLI	0	0	0 1	0	0	0	0	1 2	3
BLUFF BOULDERCOMBE	0	0	0	0	0	0	0	0 1	1
BRANYAN BRISBANE BUDERIM	0 11 0	0 42 0	0 63 1	0 106 0	0 116 2	1 112 2	1 184 1	0 644 4	1,278 10
BUNDABERG BUNGADOO	1 0	0	3	2 0	0 0	3 0	13	13	35
BURNSIDE BYFIELD	0	0	0	0	0	1 0	0 1	1 0	2
CALAVOS CALOUNDRA WEST	0	0	0	0	0	0	0	1 1	1 1
CHILDERS CLINTON	0	0 1	0	0	0	1 0	0	0	1 1
COORAN COOROIBAH	0	0	0	0	0 0	0 1	0	1 0	1
COW BAY CRAIGNISH	0	0	0	0	0 2	0	1 0	0	2 2
CURRA CURRIMUNDI	0 1	0	0	0	0 1	0	0	0	2
ELECTRA EMERALD EULEILAH	0 1 0	5 0	0 7 0	0 11 0	0 13 1	0 18 0	55 0	1 170 1	280 2
EULEILAH EUMUNDI FAIRY BOWER	0 0	0 0	0 0	0 0	1 1 0	0 0 1	0 0	0 0	1 1
FAIRY BOWER FAIRYMEAD FLAXTON	0 0	0 0	1 0	0 0	0 0	0 0	0 0	0 1	1 1
GAYNDAH GLADSTONE-CITY	0	0 0	0	0	0 0	0 0	0	1 1	1 1
GLEN EDEN GLENDALE	0	0	0	0 1	0	0	0	1 1	1 2
GOLDEN BEACH GOOVIGEN	0	0	0	0	0	0	0	1	2
GRACEMERE HIGHWORTH	0	0 0	0	0 1	0	0	0 97	0	1
IPSWICH JERICHO KAWANA	0 0	21 0 0	29 1 0	48 1 1	0 0	2 0	87 0 0	3 0	698 7 1
KAWANA KAWUNGAN KIN KORA	0	0	0	0	0	0	1 0	0	1 1 1
KINKA BEACH KOONGAL	0	0	0	0 1	1 1	0 0	0 1	0	1 3
LANDSBOROUGH LARAVALE	0	1 1	0	0	0	0	0	0	1 1
LITTABELLA LONESOME CREEK	0	0	0	0	0	1 0	0	0 2	1 2
MAROOCHYDORE MARYBOROUGH	0	0	0	1 1	0 1	0	0	0 1	3
MEANDARRA MINYAMA	0	0 1	0	0	0	0	0	0	1
MIRIAM VALE MONTO	0	0	0	1	0	0	0	0	1
MONTVILLE MOOLOOLABA	0	0	0	0	2	0	0 1	0	3
MORGANVILLE MOUNT ARCHER MOUNT COOLUM	0 0 0	0 0 1	0 0 0	0 0	0 1 0	0 0 0	0 0 0	0 0	1 1 1
MOUNT MARIA MOUNT TAMBORINE	0	0	0	0	1 0	0	0	1 0	2
MOURA MUNDUBBERA	0	0	0	0	0	0	0 1	1 2	1 3
NAMBOUR NOOSA	0	0	1 1	0	0 1	1 0	2 0	0 2	4
NORTH MALENY OAKHURST	0	0	0	1 0	0	0 1	0	0	1
PACIFIC HAVEN PALMWOODS	0	0	0	0	0	0	0	1	1
PARK AVENUE PELICAN WATERS PEREGIAN	0 0 0	0 0 0	0 0 0	0 0 0	1 1 0	0 0 1	0 1	3 0 1	6 1 3
PINE CREEK POMONA	0	0	0	0	0	0	0 0	1 1	1
PORT CURTIS PROSPECT	0	0	1 0	2	0	1 0	0	2	6 2
REEDY CREEK REESVILLE	0	0	0	1 0	0	0 1	0	0	1 1
RIVERLEIGH ROCKHAMPTON	0 2	0 2	0	0 3	0	0	0 6	1 28	1 51
ROLLESTON ROSEDALE	0	0	0	0	0	0	0	1 1	1
RUBYANNA RUBYVALE SCARNESS	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 1	1 1 0	1 1 1
SCARNESS SHARON SOUTHPORT	0 0	0 0	0 1 0	0 0	3 0	1 0	1 1 0	0 0	6
SPRINGSURE SUNSHINE BEACH	0 0	0 0	0	0 0	1 0	0 0	0 0	0 1	1 1 1
SURFERS PARADISE TALLAI	0	0 0	0	0	0 0	0 0	0	1 1	1 1
TAMBORINE TANAWHA	0	0	0	0	0	0	0	1 0	1 1
TANNUM SANDS TAUNTON	0	0	0	0	0	0	0	2	3
TEWANTIN THANGOOL	0	0	2	0	0	0	2	0	4
THEODORE TOOGOOM TOOWOOMBA	0 0	0 27	0	0 1 61	0	0	5 1 112	19 0	29
TOOWOOMBA TORQUAY TWIN WATERS	0 0	27 0 0	0 0	61 0 1	83 1 0	64 0 0	0 0	322 0 0	723 1 1
URANGAN URRAWEEN	0 0	0 0	0	0 1	0 0	0 0	0 0	1 0	1 1
WALLANGARRA WANDAL	0	0 0	0	0	0 3	0	0	1 0	1 3
WATALGAN WONDUNNA	0	0	0	0 1	0 1	0	0	1 0	1 2
WOOMBYE WOWAN	0	0	1 0	0	0	0	1 2	0	2 2
WURDONG HEIGHTS WURTULLA	0	0	0	0 1	0	0	0	0 1	2
YANDARAN YARWUN	0	0	0	0	0	0	0	0 1	1
YEPPOON Grand Total	0 33	0 108	0 163	1 256	0 290	0 268	1 495	0 1,694	2 3,307

Section Column	Number	of household claims						usehold claims 🗈 as a	at 1 September 201:	
March				Between 2 and 3 months					_	
Management	ALDERSHOT	0	0		0	0	0	1	0	1
March	ALTON DOWNS	0	0	0	0	0	0	1	1	2
Angle	ARUNDEL	0	0	0	0	1	0	0	0	1
The color of the	BARGARA	0	0	1	1	1	0	0	0	3
The color of the	BENARABY	0	0	0	1	0	0	0	0	1
A A A A A A A A A A	BILINGA	0	0	0	0	1	0	0	0	1
Column	BLI BLI	0	0	0	0	0	0	0	2	2
Column C	BONOGIN	1	0	0	0	0	0		0	
Section	BOYNE ISLAND	0		0	0	0	0	0	1	
Column	BRIGALOW	0	0	0	0	0	0	0	1	1
Control	BUDDINA	0	0	1	1	0	0	1	2	5
Teacher	BUNDABERG	1	3	1	3	2	5	3	7	25
Control	BURLEIGH WATERS	0	0	0	0	0	0	0	1	1
Column	BURRUM HEADS BUXTON	0	0	0	0		0	0		
Mathematical	CALLIOPE	0	0	0	0	1	0	0	1	2
Care	CALOUNDRA WEST	0	0	0	0	0	0	0	1	1
Company	CEDAR POCKET	0	0	1	0	0	0	1	0	2
Control	CLEAR ISLAND WATERS	0	1	0	0	0	0	0	0	1
Octobrook	CONONDALE	0	0					0		
Annex	COOMBABAH	0	0		0		0	0	1	
Control	COOROY CRAIGNISH	1	0	0	0		0		0	
Company	CURRIMUNDI	0	0	0	0	0	0	0	3	3
Control Cont	DAINTREE	0	0	0	0	0	0	1	0	1
March	DICKY BEACH	0	1	0	0	0	0	0	1	2
Management 1	DRINAN	0	0	0	0	0	0	0	1	1
Corporation	DUNDOWRAN BEACH EAGLE HEIGHTS	0	0	2	0	0	0	0	0	2
Control	EIDSVOLD ELAMAN CREEK	0	0 1	0	0	0	0	0	1 0	1 1
Color	ELANORA ELI WATERS	0	0	0	0	0	0	0	1 0	2
Control	EUDLO	0	1	0	0	0	0	0	0	1
COAST COAS	FLAXTON	0	0	0	0	0	0	0	1	1
Grant Gran	GLENEAGLE	0	0	0	0	0	0	0	1	1
Description Description	GOLDEN BEACH GOOVIGEN	0	0	1 0	0	1 0	2 0	0	1 1	5
Mile Property	GRACEMERE GUNALDA	0	0	0	0	0	0	0	1	1
Sept 1989 1	HELENSVALE	0	1	1	0		0	1	2	
March 10	HOPE ISLAND	0	0	1	0		0	0	1	
March	IPSWICH	10	18	16	8	20	14	25	166	277
Control Cont	JERICHO	0	0	0	0	0	0	0	1	1
Mesting SCOP	KIAMBA KIN KIN	0	0	0	0	1 0	0	0	1	1
MANUARD	KINGS BEACH	0	0	0	0	0	0	0	1	1
ADDITIONAL	LABRADOR	0	0	1	0	0	0	0	2	3
MOTION 0	LANDSBOROUGH	0	0	0	0	0	0	0	1	1
MACCO-COURT	MALENY									
MINISTER	MAROOCHYDORE	0		1	0		1		3	
MANNAMA	MERMAID WATERS	0	0	0	0	1	0	0	0	1
MOSCOLOR 0	MINYAMA	0	0	0	1	0	0	0	0	1
MONOTOCHIME	MONS	0	0	0	0	0	0	1	0	1
MACH CROMES 0	MOOLOOLAH	0	0	0	0	0	0	0	1	1
MONTHORIDAY 0	MOUNT COOLUM	0	0	0	0	0	1	0	0	1
MONOTOME D	MOUNT MORGAN	0	0	1	0	0	0	0	0	1
MACRIAN 0	MOUNT TAMBORINE	0	0	0	0	0	0	0	1	1
MORGERIE	MOURA	0	0	0	0	0	0	0	2	2
MINDESCRIPT	MULGILDIE MUNDUBBERA	0	0	0		0	0		0	1
MANY MACKAND 0 0 0 0 0 0 1 1 1 1	NEERDIE	0	0	0	0	0	0	0	1	1
NORTH MS	NEW AUCKLAND	0	0	0	0	0	0	0	1	1
MARCHE STEPHY D	NORTH ISIS	0	0	0	0	0	1	0	1	2
PALAMOCOS 0	PACIFIC HEIGHTS	0	0	1	0	0	0	0	1	2
PAREERSON	PALMWOODS PARADISE WATERS	0 1	0	1 0	0	0	0	0	1 0	2 1
PRECIDIAL 0	PARREARRA	0	1	0	0	0	0	0	1	2
PRIMARIEN 0	PEREGIAN	0	0	1	1	0	0	0	1	3
POMONA	PINBARREN	0	0	0	0	0	0	1	0	1
PORT CURITS 0	POMONA	0	0	0	1	0	0	0	1	2
BOCHMAPTON 0	PORT CURTIS PROSPECT	0	0	0	1 0	0	0	0	0 2	1 3
ROSEMOLINT 0	ROCKHAMPTON	0	0	1	3	1	2	7	14	28
SCANNESS 0 0 0 1 0 0 0 0 1 1	ROSEMOUNT	0	0	0	0	0	0	0	1	1
SHELIY BEACH 0 0 0 0 1 1 0 0 1 1	SCARNESS	0	0	0	1	0	0	0	0	1
SORRINO O O O O O O O O O	SHELLY BEACH	0	0	0	0	0	1	0	0	1
SOUTH GLADSTONE O	SORRENTO	0	0	0	0	0	0	0	1	1
SOUTHBROOK 1	SOUTH GLADSTONE SOUTH ISIS	0	1 0	0	0	0	0	0	1	1 1
SUNSHINE BEACH 0	SOUTHBROOK SUN VALLEY	0	0	0	0	0	0	0	1	1
TALLEBUDGERA VALLEY	SUNSHINE BEACH	0	1	1	0	0	0	0	1	3
TANUM SANDS	TALLEBUDGERA VALLEY	0	0	0	0	0	0	1	0	1
THABEBAN 0 0 0 0 0 0 0 1 0 0	TANNUM SANDS TEWANTIN	0	0	0	0	0	0	1 1	0 3	1
THEODORE	THABEBAN THE CAVES	0	0	0	0	0	1 0	0 1	0	1 1
TOOWOOMBA 26 39 52 47 47 33 30 255 529 TORQUAY 0 1 0 0 0 0 0 0 0 TUGUN 0 1 0 0 0 0 0 0 0 TUGUN 0 1 0 0 0 0 0 0 TWIN WATERS 1 0 0 0 1 0 0 0 0 URYLORA 0 0 0 1 0 0 0 0 0 WALDORA 0 0 1 0 0 0 0 0 0 WALTERHAIL 0 0 1 0 0 0 0 0 0 WARANA 0 0 0 1 0 0 0 0 0 WARANA 0 0 0 0 1 0 0 0 0 WELCOME (REEK 1 0 0 0 0 0 1 0 0 0	THEODORE TIN CAN BAY	0	0	1 0	1 0	0	0	1 0	6 1	9
TUGUN 0 1 1 0 0 0 0 0 0 0 0 0 1 TWIN WATERS 1 0 0 0 1 1 0 0 0 0 0 1 1 3 URANGAN 0 0 0 1 1 0 0 0 0 0 1 1 VALODRA 0 0 0 1 1 0 0 0 0 0 0 1 WATERHALL 0 0 0 1 1 0 0 0 0 0 0 0 1 WARANA 0 0 0 0 1 0 0 0 0 0 0 1 WARANA 0 0 0 0 0 0 0 0 0 0 1 WARANA 0 0 0 0 0 0 0 0 0 0 0 1 WELCOME CREEK 1 0 0 0 0 0 0 1 0 0 1 1 0 0 0 0 0 1 WELCOME CREEK 1 1 0 0 0 0 0 0 1 1 0 0 0 0 1 1 1 1 1 WELCOME CREEK 1 1 0 0 0 0 0 0 1 1 1 1 1 1 1 WEYRA DOWNS 0 0 0 0 0 0 0 0 0 0 0 1 1 1 1 1 WONGLEPONG 0 0 0 0 0 0 0 0 0 0 1 1 1 0 0 0 1 1 WONGLEPONG 0 0 0 0 0 0 0 0 1 1 0 0 0 1 1 WONGLEPONG 0 0 0 0 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1	TOOWOOMBA	26	39	52	47	47	33	30	255	529
URANGAN 0 0 0 0 1 0 0 0 0 1 0 0	TUGUN	0	1	0	0	0	0	0	0	1
WALTERHALL 0 0 1 0 0 0 0 0 0 1 0 0	URANGAN	0	0	0	1	0	0	0	0	1
WELCOME CREEK 1 0 0 0 1 0 0 2 WEST WOOMBYE 0 0 0 0 0 0 1 1 1 WEYBA DOWNS 0 0 0 1 0 0 0 0 1 1 WONGLEPONG 0 0 0 0 0 1 0 0 1 <td>WALTERHALL WARANA</td> <td>0</td> <td>0</td> <td>1 0</td> <td>0</td> <td>0 1</td> <td>0</td> <td>0</td> <td>0</td> <td>1 1</td>	WALTERHALL WARANA	0	0	1 0	0	0 1	0	0	0	1 1
WEYBA DOWNS 0 0 0 1 0 0 0 0 1 WONGLEPONG 0 0 0 0 0 1 0 0 1 WOODERSON 0 0 0 0 0 0 0 1 1 WURTULIA 0 0 1 2 0 1 1 1 6 YAROOMBA 0 0 0 0 0 1 1 1	WELCOME CREEK WEST WOOMBYE	1 0	0	0	0	0	1 0	0	0 1	2 1
WURTULIA 0 0 1 2 0 1 1 1 6 YAROOMBA 0 0 0 0 0 0 1 1	WEYBA DOWNS WONGLEPONG	0	0	0	0	0	1	0	0	1
	WURTULLA	0	0	1	2	0	1	1	1	6

City/Town	1 month	Between 1	Between 2 and	Between 3	Between 4	Between 5	Over 6 months	Outstanding	тотл
XANDRA HEADLAND	or less	and 2 months	3 months	and 4 months	and 5 months	and 6 months	0	Outstanding	1
ALTON DOWNS	0	0	0	0	0	0	1	0	1
AVONDALE BARCALDINE	0	0	0	0	0	0	0	1	1
BARGARA BATTERY HILL	0	0 0	0	1 1	0	0	0	0	1
BILOELA	0	1	0	2	0	0	2	1	6
BLI BLI BLUFF	0	1 1	0	0	0	0	0	0	1
BRACEWELL BRANYAN	0	0	0	0	0	0	0	1 1	1
BRISBANE	115	134	128	88	75	58	44	174	810
BUDERIM BUILYAN	0	0	1 1	0	0	0	0	0	10
BUNDABERG BUNGADOO	0	1 1	1 0	2	1 0	2 0	1 0	4 0	12
BURLEIGH HEADS	0	1	0	0	0	0	0	0	1
BURRUM HEADS BUSHLEY	0	0	0	0 1	0	0	0	0	1
BYFIELD CALICO CREEK	0	1 1	0	0	0	0	0	0	1
ALOUNDRA WEST	0	1	0	0	0	0	0	0	1
CHATSWORTH EAR ISLAND WATERS	0	0 1	0	0	0	0	0	0	1
CLERMONT COMET	0	0	0 1	1 0	0	0	0	0	1 1
COOLUM BEACH	1	0	0	0	0	0	0	0	1
CURRIMUNDI DIAMOND VALLEY	0	0	1	0	0	0	0	0	1
DICKY BEACH DUNDOWRAN	0	0	0	0	0	0	1 0	1 0	2
EAGLE HEIGHTS	0	1	0	0	0	0	0	0	1
EIDSVOLD ELANORA	0	0	0	0 1	0	0	0	1 0	1
ELECTRA	1	0	0	0	0	0	0	0	1
EMERALD EULEILAH	10 0	10 0	14 0	12 1	8 0	11 0	17 0	29 0	11:
GIN GIN GLEN EDEN	1 0	0	0	0	0	0	0 1	0	1
GLENMORGAN	0	0	0	0	0	0	1	0	1
GRACEMERE GYMPIE	0	0	0	0	0	0	1 1	0	1
HOLLYWELL HOPE ISLAND	0	1 0	0	0	0	0	0	0 1	1
HOWARD	0	0	1	0	0	0	0	0	1
INNES PARK IPSWICH	0 72	0 63	0 41	0 31	0 17	0 10	0 15	2 45	294
ISLA KABRA	0	0	0	1 0	1 0	0 1	0	0	2
KAWANA	0	0	0	0	0	0	0	1	1
KENSINGTON KIANGA	0	0	0	1 0	0	0	0	0	1
KINGS BEACH	0	1 0	0	0	0	0	0	0	1
KOONGAL MARCUS BEACH	0	0	0	0	1	0	0	0	1
MAROOCHY RIVER MAROOCHYDORE	0	0	0	0	1 0	0	0	0	1
MARYBOROUGH	0	0	0	0	0	0	1	1	2
MEADOWVALE	0	0	0	0	0	0	0	1 1	1
MEANDARRA MIARA	0	0 1	0	0	0	0	0	1 0	1
MINYAMA	1	0	0	0	0	0	0	0	1
MONDURAN MONTO	0 1	0	0	0	0	0	0	0	1
MONTVILLE MOOLOOLABA	0	0	0	0	0	1 0	0	0	1
OOLOOLAH VALLEY	1	0	0	0	0	0	0	0	1
MOUNT ISA MOUNT MORGAN	0	1 0	0	0	0	0	0	0 1	1
OUNT TAMBORINE MOUNTAIN CREEK	0	0	1 0	0	0	0	0	0 1	1 1
MUDJIMBA	0	1	1	0	0	0	0	0	2
NAMBOUR NEW AUCKLAND	0	0	0	0	1 1	0	0	0	1
NOOSAVILLE ORMAN GARDENS	0	0	0	2	0	0	0	0 2	2
ORTH TAMBORINE	0	0	0	1	0	0	0	0	1
NORVILLE PACIFIC HEIGHTS	0	0 0	0	1 0	0	0	0	0 1	1
PARADISE POINT	1	0	0	0	0	0	0	0	1
ARADISE WATERS PARK AVENUE	0	0	0	0	0 1	0	0	1 0	1
PARKWOOD PARREARRA	0	0	0	0	0	0	0	1 1	1 2
PELICAN WATERS	0	0	0	0	0	0	1	0	1
PEREGIAN BEACH PIALBA	1 1	1 0	0	0	0	0	0	0	1
POMONA PROMISEDLAND	1 0	0	0 1	0	0	0	0	0	1 1
RAGLAN	0	0	0	0	1	0	0	0	1
RIDGEWOOD ROCKHAMPTON	0	0 2	0 2	0 1	0 3	0	0 3	1 2	1 14
ROUNDSTONE RUNAWAY BAY	0	0	0	0	0	0	1 0	0	1 1
SCARNESS	0	1	0	0	0	0	0	0	1
SIPPY DOWNS SUN VALLEY	0 1	0	0	0	1 0	0	0	0	1
TANAWHA	0	0	0	0	1	0	0	0	1
THANGOOL THE CAVES	0	0	0	0	0	0	0	0 1	1
THEODORE TINANA	1 1	2 0	1 0	4 0	2 0	0	0	3 0	13
TOOWOOMBA	25	36	38	47	38	29	31	74	31
UNDULLAH WELCOME CREEK	0	0	0 1	0	0	0	0	0	1
WILLOWS	1	0	0	0	0	0	0	0	1 1
WORONGARY	0	0					· U		. 1

		Num	ber of reviews of	rejected house	hold claims and ti	me taken to d	complete reviev	ws as at 1 Sept	ember 2011		
City/Town	Suburb (If	15 business	30 business	45 business	Between 45	Between 2	Between 3	Between 4	Between 5	Outstanding	TOTAL
	applicable)	days or less	days or less	days or less	business days and 2 months	and 3 months	and 4 months	and 5 months	and 6 months		
BRISBANE	ALGESTER		1								
RISBANE	AUCHENFLOWER		2								
RISBANE	BARDON		1								
RISBANE	BURPENGARY		1								
BRISBANE	CARINA		1								
BRISBANE	CEDAR CREEK		1								
BRISBANE	CORINDA		2	1							
BRISBANE	FAIRFIELD		2								
BRISBANE	GRACEVILLE		3								
BRISBANE	HAWTHORNE		1								
BRISBANE	INDOOROOPILLY			1							
BRISBANE	KALLANGUR		1								
RISBANE	KENMORE		1								
RISBANE	LOTA		2								
BRISBANE	NORMAN PARK		1								
BRISBANE	OXLEY		2	1							
BRISBANE	SHERWOOD		1								
BRISBANE	SINNAMON PARK		1								
RISBANE	SPRING HILL		1								
RISBANE	ST LUCIA		3								
BRISBANE	TENNYSON		1								
BRISBANE	THE GAP			1							
BRISBANE	TOOWONG		1								
BRISBANE	YERONGA		2	3							
DALBY				1							
MERALD				1							
PSWICH	GAILES			1							
PSWICH	GOODNA			1							
PSWICH	KARALEE		1	_							
ЛАСКАҮ			1								
//ONTVILLE			1			1					
//ORANBAH			1			1					1
NANANGO			1			1					1
RUNAWAY BAY			1			+					1
			1								-
WARWICK			T				ĺ	l			,

Outcome of Reviews										
City/Town	Suburb (If applicable)	Resolved in	Resolved in favour							
		favour of insured	of insurer	Total						
BRISBANE	ALGESTER		1	1						
BRISBANE	AUCHENFLOWER	2		2						
BRISBANE	BARDON		1	1						
BRISBANE	BURPENGARY		1	1						
BRISBANE	CARINA		1	1						
BRISBANE	CEDAR CREEK		1	1						
BRISBANE	CORINDA		3	3						
BRISBANE	FAIRFIELD		2	2						
BRISBANE	GRACEVILLE	1	2	3						
BRISBANE	HAWTHORNE		1	1						
BRISBANE	INDOOROOPILLY		1	1						
BRISBANE	KALLANGUR		1	1						
BRISBANE	KENMORE		1	1						
BRISBANE	LOTA	1	1	2						
BRISBANE	NORMAN PARK		1	1						
BRISBANE	OXLEY		3	3						
BRISBANE	SHERWOOD		1	1						
BRISBANE	SINNAMON PARK		1	1						
BRISBANE	SPRING HILL		1	1						
BRISBANE	ST LUCIA		3	3						
BRISBANE	TENNYSON		1	1						
BRISBANE	THE GAP		1	1						
BRISBANE	TOOWONG	1		1						
BRISBANE	YERONGA	2(1*)	3	5						
DALBY			1	1						
EMERALD			1	1						
IPSWICH	GAILES		1	1						
IPSWICH	GOODNA		1	1						
IPSWICH	KARALEE	1		1						
MACKAY		1*		1						
MONTVILLE			1	1						
MORANBAH		1		1						
NANANGO		1*		1						
RUNAWAY BAY			1	1						
WARWICK		1		1						

NB * Partial Overturns

			Νι	umber of a	nd time tal	ken to deci	ide househ	old claims	[home and	l contents	insurance]	as at 1 Se	ptember 20	011				
City/Town	days	usiness or less	days and	10 business d 1 month	and 2	Between 1 Between 3 and 2 months 3 mont		onths	onths and 4 months		Between 4 and 5 months		Between 5 and 6 months		Over 6 months		Outstanding	TOTAL
	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined		
ALEXANDRA HEADLAND	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
ALLOWAY	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
ALTON DOWNS	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
BELLI PARK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
BRISBANE	0	1	14	0	16	0	0	98	0	72	0	30	0	14	0	2	18	265
BUDERIM	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3
BUNDABERG NORTH	2	0	0	0	2	0	0	0	1	3	0	6	0	0	0	0	0	14
DICKY BEACH	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
EMERALD	0	0	0	0	0	0	1	3	0	1	3	0	1	0	0	0	1	10
GLADSTONE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
GOOVIGEN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
INNES PARK	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
IPSWICH	0	0	1	0	14	1	0	11	0	53	0	12	0	3	0	2	9	106
JERICHO	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
KABRA	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
KAWANA	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
MAROOCHY RIVER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
LAWNTON	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
MARYBOROUGH	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	3
MOOLOOLABA	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MOOLOOLAH	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
MOUNT MORGAN	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	2
MT HALLEN	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
MUNDUBBERA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
PORT CURTIS	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2
ROCKHAMPTON	0	0	1	0	3	0	2	1	0	2	1	0	0	0	0	0	1	11
SANCTUARY COVE	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TANAWHA	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
TEWANTIN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TOOGOOWALAH	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
THEODORE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2
TOOWOOMBA	2	0	13	0	40	0	16	0	10	0	6	1	1	0	3	0	7	99
TWIN WATERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
YEPPOON	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2
Grand Total	7	1	32	0	80	1	24	114	13	132	14	52	2	17	6	5	41	<u>-</u> 541

			N	umber of a	nd time tal	ken to deci	de househ	old claims	[home buil	ding insura	ance only]	as at 1 Sep	ptember 20	11				
City/Town	days	usiness or less	days and	10 business d 1 month	and 2 i	veen 1 months	3 m	en 2 and onths	Betw and 4 r	months	and 5	reen 4 months	Betwo	months		months	Outstanding	TOTAL
ALPHA	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	Accepted 0	Declined 0	1	1
ARUNDEL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
BENOWA	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
BIRTINYA BLI BLI	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
BRISBANE	3	0	51	1	94	1	24	0 15	15	18	13	8	4	3	7	1	55	313
BUDDINA	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	3
BUDERIM	1	0	4	0	3	0	1	0	1	0	0	0	0	0	0	0	0	10
BUNDABERG	0	0	5	0	0	0	0	0	0	5	0	1	0	0	0	0	0	11
BURNETT HEADS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
BUXTON CASHMERE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
CHILDERS	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
CHINCHILLA	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
CONONDALE	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
COOLUM BEACH COOROIBAH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3 1
COOTHARABA	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
EAGLE HEIGHTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
EMERALD	0	0	0	0	1	0	1	1	0	0	1	0	0	0	0	0	2	6
GLADSTONE GOLDEN BEACH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
GYMPIE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
HIGHWORTH	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
HODGSON VALE	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
IPSWICH KENILWORTH	0	0	10 0	0	42 0	0	7	5	3 0	10 0	0	0	0	0	0	0	18	103 1
KIAMBA	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
LAMMERMOOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
LANDSBOROUGH	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MALENY MAPLETON	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3
MAROOCHY RIVER	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
MAROOCHYDORE	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MERMAID WATERS	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MINYAMA MONTEREY KEYS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MOUNT MELLUM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
MOUNTAIN CREEK	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2
MUDGEERABA NAMBOUR	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0 1	1 4
NINDERRY	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
NOOSA	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	3
PACIFIC PARADISE	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
PACIFIC PINES PALMWOODS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PARREARRA	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
PEREGIAN BEACH	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PIALBA	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2
PINE CREEK REEDY CREEK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RIDGEWOOD	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
ROCKHAMPTON	0	0	0	0		0	1	3		1	1	1	0	0	0	0	5	6
RUNAWAY BAY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
SCARNESS SHELLY BEACH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
SIPPY DOWNS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
SOUTH BINGERA	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
SUNRISE BEACH	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	2
SUNSHINE BEACH TAMBORINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 1	1
TANAWHA	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TEWANTIN	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	2
THEODORE	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
TOOGOOM TOOWOOMBA	2	0	0 8	0	0 24	0	1 14	0	7	0	0 11	0	0	0	3	0	0 25	97
TORQUAY	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
TOWEN MOUNTAIN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TWIN WATERS	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	3
URANGAN VERRIERDALE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3 1
WARANA	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
WONDUNNA	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
YANDINA	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	11
YARRAMAN Grand Total	10	0	0 96	0	0 174	0 2	1 55	0 27	0 36	0 37	0 36	0 12	0 8	<u>1</u> 5	0 15	0 2	0 126	1 636
Static (Stat	10		1 50	1 -	1/4	1 -		1 21	30	3,	30	1 14	U	,	1.3		120	030

				Number o	of and time	taken to o	decide hous	sehold clai	ms [conten	nts insuran	ce only] as	at 1 Septe	mber 2011					
City/Town	days	usiness or less	days and	Between 10 business days and 1 month		Between 1 and 2 months		Between 2 and 3 months		veen 3 months	Between 4 and 5 months		Between 5 and 6 months		Over 6 months		Outstanding	TOTAL
	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined	Accepted	Declined		
AVONDALE	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
BATTERY HILL	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
BRISBANE	22	1	20	0	88	1	18	34	9	25	12	7	0	3	1	0	67	308
BROOKSTEAD	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
BUDERIM	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2
BUNDABERG	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	5
BUNDABERG WEST	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
BURLEIGH WATERS	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
CALOUNDRA DC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
CHILDERS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
CHINCHILLA	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
DALBY	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
EMERALD	2	0	0	0	0	5	0	5	1	0	2	0	1	0	1	0	0	17
GLADSTONE	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
GOLDEN BEACH	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
GRACEMERE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
HERVEY BAY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
IPSWICH	9	0	9	0	31	0	6	5	4	15	4	2	0	4	0	0	23	112
MALENY	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MARYBOROUGH	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	2
MUNDUBBERA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PALM BEACH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
PELICAN WATERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
POINT VERNON	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
REESVILLE	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
ROCKHAMPTON	0	0	1	0	2	0	0	0	1	1	0	1	0	0	0	0	1	7
ROCKYVIEW	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
SHARON	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
SIPPY DOWNS	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
THEODORE	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TOOWOOMBA	3	0	7	0	22	0	14	0	6	0	5	0	2	0	0	2	13	74
WARWICK	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Grand Total	42	1	40	0	147	6	42	44	22	45	26	10	3	8	2	2	112	552

City/Town	1 month or less	Between 1 and 2 months	Between 2 and 3 months	Between 3 and 4 months	Between 4 and 5 months	Between 5 and 6 months	Over 6 months	Outstanding	TOTAL
ALEXANDRA HEADLAND	0	0	0	0	0	0	1	0	1
ALLOWAY	0	0	0	0	0	0	1	0	1
ALTON DOWNS	0	0	0	0	0	0	1	0	1
BELLI PARK	0	0	0	0	0	0	0	1	1
BRISBANE	2	69	9	40	60	15	34	63	292
BUDERIM	1	0	0	0	0	0	0	2	3
BUNDABERG	0	0	0	5	3	0	1	0	8
DICKY BEACH	0	0	0	0	0	0	1	0	1
EMERALD	0	0	0	0	2	0	2	2	6
GLADSTONE	0	0	1	0	0	0	0	0	1
GOOVIGEN	0	0	0	0	0	0	0	1	1
INNES PARK	0	0	0	0	0	1	0	0	1
IPSWICH	1	27	2	10	23	2	3	26	94
JERICHO	0	0	0	0	1	0	0	0	1
KABRA	0	0	0	0	0	0	0	1	1
KAWANA	0	0	0	0	0	0	1	0	1
MAROOCHY RIVER	0	0	0	0	0	0	1	0	1
MARYBOROUGH	0	0	1	0	1	0	0	1	3
MOOLOOLABA	0	0	0	0	1	0	0	0	1
MOOLOOLAH	0	0	1	0	0	0	0	0	1
MOUNT MORGAN	0	0	0	0	0	0	1	1	2
MUNDUBBERA	0	0	0	0	0	0	0	1	1
PORT CURTIS	0	0	0	1	1	0	0	0	2
ROCKHAMPTON	0	1	0	0	2	1	2	2	3
SANCTUARY COVE	0	0	1	0	0	0	0	0	1
TANAWHA	0	0	0	0	0	0	0	1	1
TEWANTIN	0	0	0	0	0	0	0	1	1
THEODORE	0	0	0	0	0	0	1	1	2
TOOWOOMBA	2	3	10	11	16	10	16	31	99
TWIN WATERS	0	0	0	0	0	0	0	1	1
YEPPOON	0	0	0	0	0	0	1	1	2
Grand Total	6	100	25	67	110	29	67	137	535

					ne taken to pa		Tallse Housello	Tu Claillis 🛚 as	at 1 Septe
City/Town	1 month or less	Between 1 and 2 months	Between 2 and 3 months	Between 3 and 4 months	Between 4 and 5 months	Between 5 and 6 months	Over 6 months	Outstanding	TOTAL
ALPHA	0	0	0	0	0	0	0	1	1
ARUNDEL	0	0	0	0	0	0	0	1	1
BENOWA	0	0	0	1	0	0	0	0	1
BIRTINYA	0	0	0	0	1	0	0	0	1
BLI BLI	0	0	0	0	1	0	0	0	1
BRISBANE	17 0	32 0	18 0	29	40 0	24 0	48	116	324
BUDDINA BUDERIM	3	2	1	1	1	0	0	2	3 10
BUNDABERG	1	0	1	1	1	0	1	1	6
BURNETT HEADS	0	0	0	0	0	0	0	1	1
BUXTON	0	0	1	0	0	0	0	0	1
CHILDERS	0	0	1	0	0	0	0	0	1
CONONDALE	0	0	0	0	0	0	0	1	1
COOLUM BEACH	1	1	1	0	0	0	0	0	3
COOROIBAH	0	0	0	0	0	0	0	1	1
COOTHARABA	0	0	0	1	0	0	0	0	1
EAGLE HEIGHTS	0	0	0	0	0	0	0	1	1
EMERALD	0	0	0	0	0	0	0	5	5
GLADSTONE	0	0	0	0	1	0	0	0	1
GOLDEN BEACH	1	0	0	0	0	0	0	0	1
GYMPIE	0	0	0	0	0	0	0	1	1
HIGHWORTH	0	0	0	0	1	0	0	0	1
IPSWICH	2	9	4	12	10	4	17	46	104
KENILWORTH	0	0	0	0	0	0	1	0	1
LAMMERMOOR	0	0	0	0	0	0	0	1	1
LANDSBOROUGH	0	0	0	0	0	0	0	1	1
MALENY	0	0	0	0	1	0	0	2	3
MAPLETON	0	0	1	0	0	0	0	1	2
MAROOCHY RIVER	0	0	1	0	0	0	0	0	1
MAROOCHYDORE	0	0	0	0	0	0	0	1	1
MERMAID WATERS	0	1	0	0	0	0	0	0	1
MINYAMA	0	0	0	0	1	0	0	0	1
MONTEREY KEYS	0	0	0	0	0	1	0	0	1
MOUNT MELLUM	0	0	0	0	0	0	0	1	1
MOUNTAIN CREEK	0	0	0	0	0	0	1	1	2
MUDGEERABA	0	0	0	0	0	0	1	0	1
NAMBOUR	1	0	0	1	0	0	1	1	4
NINDERRY	1	0	0	0	0	0	0	0	1
NOOSA	0	1	0	1	0	0	1	0	3
PACIFIC PARADISE	0	0	0	0	0	1	0	0	1
PACIFIC PINES	1	0	0	0	0	0	0	0	1
PALMWOODS	1	0	0	0	0	0	0	0	1
PARREARRA	0	0	1	0	0	0	0	0	1
PEREGIAN BEACH	0	0	0	0	0	0	0	1	1
PIALBA	0	0	0	2	0	0	0	0	2
PINE CREEK	0	0	0	0	0	0	0	1	1
REEDY CREEK	0	0	0	1	0	0	0	0	1
RIDGEWOOD	0	0	0	0	0	0	1	0	1
ROCKHAMPTON	0	0	0	1	0	2	4	5	12
RUNAWAY BAY	0	0	0	0	0	0	0	1	1
SCARNESS	0	0	0	0	0	0	1	0	1
SHELLY BEACH	0	0	0	0	1	0	0	0	1
SIPPY DOWNS	0	0	0	0	0	0	0	1	1
SOUTH BINGERA	0	1	0	0	0	0	0	0	1
SUNRISE BEACH	0	0	0	0	0	0	0	2	2
SUNSHINE BEACH	0	0	0	0	0	0	1	0	1
TAMBORINE	0	0	0	0	0	0	0	1	1
TANAWHA	1	0	0	0	0	0	0	0	1
TEWANTIN	0	0	0	0	1	0	1	0	2
THEODORE	0	0	0	0	0	0	1	0	1
TOOGOOM	0	0	0	0	0	0	0	1	1 07
TOOWOOMBA	2	12	11	9	10	7	12	34	97
TORQUAY	0	1	0	0	0	0	0	0	1
TOWEN MOUNTAIN	1	0	0	0	0	0	0	0	1
TWIN WATERS	0	0	0	0	1	0	1	1	3
URANGAN	0	0	0	0	0	1	1	1	3
VERRIERDALE	0	0	0	0	0	0	1	0	1
WARANA	1	0	0	0	0	0	0	0	1
WONDUNNA	0	0	0	1	1	0	0	0	2
YANDINA	0	0	1	0	0	0	0	0	1

Number of household claims [contents only insurance] paid, settled or finalised and time taken to pay, settle or finalise household claims [as at 1 September 2011]

City/Town	1 month or less	Between 1 and 2 months	Between 2 and 3 months	Between 3 and 4 months	Between 4 and 5 months	Between 5 and 6 months	Over 6 months	Outstanding	TOTAL
AVONDALE	0	1	0	0	0	0	0	0	1
BATTERY HILL	0	0	0	1	0	0	0	0	1
BRISBANE	40	85	20	34	47	6	7	72	311
BROOKSTEAD	0	0	0	0	0	0	1	0	1
BUDERIM	0	1	1	0	0	0	0	0	2
BUNDABERG	0	0	1	0	1	0	2	2	5
BURLEIGH WATERS	0	1	0	0	0	0	0	0	1
CALOUNDRA DC	0	0	0	0	0	0	0	1	1
CHILDERS	1	0	0	0	0	0	0	0	1
EMERALD	0	0	0	1	8	1	3	4	17
GLADSTONE	0	0	0	0	0	1	0	0	1
GOLDEN BEACH	0	0	0	0	1	0	0	0	1
GRACEMERE	0	0	0	0	0	0	0	1	1
HERVEY BAY	0	0	1	0	0	0	0	0	1
IPSWICH	18	34	6	13	13	3	1	24	112
MALENY	1	0	0	0	0	0	0	0	1
MARYBOROUGH	0	1	0	0	0	0	0	1	2
MUNDUBBERA	1	0	0	0	0	0	0	0	1
PALM BEACH	0	0	0	0	0	0	0	1	1
PELICAN WATERS	0	0	0	0	0	0	0	2	2
POINT VERNON	0	0	0	0	1	0	0	0	1
REESVILLE	1	0	0	0	0	0	0	0	1
ROCKHAMPTON	1	2	1	1	0	0	1	1	1
ROCKYVIEW	0	1	0	0	0	0	0	0	1
SHARON	1	0	0	0	0	0	0	0	1
SIPPY DOWNS	0	0	0	0	0	0	1	0	1
THEODORE	1	0	0	0	0	0	0	0	1
TOOWOOMBA	8	10	14	8	9	3	6	16	74
Grand Total	73	136	44	58	80	14	22	125	545

		Nun	nber of reviews	of rejected ho	usehold claims	and time taker	n to complete r	eviews as at 1	September 201	1	
City/Town		15 business	30 business	45 business	Between 45	Between 2	Between 3	Between 4	Between 5	Outstanding	TOTAL
		days or less	days or less	days or less	business	and 3 months	and 4 months	and 5 months	and 6 months		
Brisbane Brisbane	Archerfield Auchenflower	1			1						2
	Bellbowrie	2									2
	Bulimba		1								1
Brisbane	Burpengary	1	1		1						3
	Caboolture	2									2
Brisbane	Chelmer	4	1	1							6
Brisbane Brisbane	Corinda Darra	3	1								4
Brisbane	East Brisbane		1								1
Brisbane	Fairfield	4	1	1						1	7
	Fig Tree Pocket	2(1*)		1							3
Brisbane	Graceville	3	3								6
	Hamilton		1								1
Brisbane Brisbane	Highgate Hill Hill End		1								3
	Indooroopilly	*		1							1
	Jindalee	6	2	1							9
	Kenmore	2	1	1		_	_				4
	Lawnton	1									1
Brisbane	Mango Hill		1								1
Brisbane Brisbane	Milton Morayfield	1	1	1			1		1	1	1
Brisbane	Mount Samson		1								1
Brisbane	Mt Ommaney	1							İ	İ	1
	Narangba	1	_			_	_				1
	Oxley	3	3	1							7
Brisbane	Paddington	1	-				-		 	 	1
Brisbane Brisbane	Petrie Pine Mountain	1	1								1
Brisbane	Pullenvale	1	1								1
	Rocklea	5			5						10
	Samford	1									1
	Sherwood	3	2(1*)	1	1						7
	Southbank	1 2	1								1
Brisbane Brisbane	Tennyson The Gap	1	1								1
Brisbane	Toowong	1									1
Brisbane	West End	2	1								3
Brisbane	Westlake	1	1	2						2	6
Brisbane	Windsor	2	1								1
Brisbane Brisbane	Yeronga Yerongpillay					1					5
Bundaberg	rerongpillay		1								1
Chelton			1								1
Emerald		2	3								5
	Barellan Point			1							1
	Basin Pocket	1							1	1	1
	Bundamba Cashmere	3	-	1			-		1	1	3
	Chuwar	1	1	<u> </u>			1		1	1	1
Ipswich	East Ipswich	1								1	2
Ipswich	Fernvale	1	2	2							5
Ipswich	Forest Lake	1	-								1
Ipswich Ipswich	Gailes Goodna	3	1						-	-	1
	Ipswich	3	1								2
Ipswich	Karalee	3	2				İ		İ	İ	6
Ipswich	Marburg	1	1*								2
Ipswich	Moores Pocket	3		1	1						5
Ipswich Ipswich	North Booval One Mile	1	1	1					 	 	3
	One Mile Redbank	1	1	1			1		1	1	1
	Riverhills	1	2	1					1	1	4
Ipswich	Riverview									1	1
Ipswich	Thagoona	3(1*)	_			_	_				3
Ipswich	Tivoli	2									2
Mackay Nerang	Beserker	1									1
Oakey		1							 	 	1
Tara		1									1
Theodore	Lockyer valley		1								1
Toowoomba		1									1

Suburb (if applicable)	_		Outcome of	Reviews	
Brisbane	City/Town	Suburb (if applicable			-
Brisbane Auchenflower 2 2 Brisbane Bulimba 1 1 Brisbane Bulimba 1 1 Brisbane Cabootlure 2 2 Brisbane Cabootlure 2 2 Brisbane Chemer 6 6 Brisbane Chemer 1 3 Brisbane Corinda 1 3 3 Brisbane Farifield 7 7 7 7 7 7 7 7 7 7 7 7 8 8 8 7 7 7 7 8 8 8 8 8 8 9 9 1			of insured	favour of insurer	Total
Brisbane Belibowrie 2 Image: Common State of S	Brisbane				2
Brisbane Bulimba 1 Brisbane Caboolture 2 Brisbane Caboolture 2 Brisbane Chemer 6 Brisbane Chemer 1 Brisbane Corinda 1 Brisbane East Brisbane 1 Brisbane Farrield 7 Brisbane Fig Tree Pocket 3 Brisbane Fig Tree Pocket 3 Brisbane Hamilton 1 Brisbane Hamilton 1 Brisbane Hamilton 1 Brisbane Hill End 1 Brisbane Hill End 1 Brisbane Indoxocopily 1 Brisbane Jindalee 9 Brisbane Jindalee 9 Brisbane Jindalee 9 Brisbane Jindalee 9 Brisbane Morayfield 1 Brisbane Morayfield 1 Brisbane					2
Brisbane Burpengary 3 3 Brisbane Cabouture 2 2 Brisbane Chelmer 6 6 Brisbane 6 Brisbane 6 6 Brisbane 1 3 3 Brisbane 1 1 Brisbane 1 Brisbane 1 Brisbane 1 Brisbane Fire Tree Pocket 3 3 Brisbane Brisbane Fire Tree Pocket 3 3 Brisbane Fire Tree Pocket 3 3 Brisbane Fire Tree Pocket 3 3 Brisbane Brisbane Fire Tree Pocket 3 3 Brisbane Brisbane Hill End 1 1 Brisbane Hill End 1 1 Brisbane Brisbane Hill End 1 1 Brisbane Brisbane Hill End 1 1 Brisbane					2
Brisbane Chelmer 6 I 3 3 Brisbane 1 3 3 Brisbane 1 1 Brisbane 1 1 Brisbane 1 Brisbane 1 Brisbane 1 Brisbane Fig Tree Pocket 3					1
Brisbane Chelmer 6 I 3 3 Brisbane 1 3 3 Brisbane 1 1 Brisbane 1 1 Brisbane 1 Brisbane 1 Brisbane 1 Brisbane Fig Tree Pocket 3					3 2
Brisbane Corinda 1 3 Brisbane 1 1 Brisbane 1 1 Brisbane 1 1 Brisbane 1 1 Brisbane Farifield 7 7 Brisbane Farifield 7 7 Brisbane Brisbane Farifield 7 Brisbane General Processor 3 Brisbane Brisbane General Processor 3 Brisbane Brisbane High grade Hill 3 3 Brisbane Brisbane High grade Hill 3 3 Brisbane High grade Hill 3 3 Brisbane Brisbane Hill Grade 9 9 Brisbane Hill Grade 9 9 Brisbane Brisbane Mrade 9 9 9 Brisbane Brisbane Mrade 1 Brisbane Mrade 1 Brisbane					2
Brisbane Darra 1 Brisbane Fairfield 7 Brisbane Fig Tree Pocket 3 Brisbane Graceville 6 Brisbane Hamilton 1 Brisbane Highgate Hill 3 Brisbane Hill End 1 Brisbane Indoropolity 1 Brisbane Mondal 1 Brisbane Manton 1 Brisbane Milton 1 Brisbane Milton 1 Brisbane Mount Samson 1 Brisbane MCWanarey 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane					6
Brisbane East Brisbane 1 Brisbane Fig Tree Pocket 3 Brisbane Fig Tree Pocket 3 Brisbane Hamilton 6 Brisbane Hamilton 1 Brisbane Hill End 1 Brisbane Hill End 1 Brisbane Indoarcopilly 1 Brisbane Jindalee 9 Brisbane Jindalee 9 Brisbane Jindalee 9 Brisbane Mango Hill 1 Brisbane Mango Hill 1 Brisbane Morayfield 1 Brisbane Morayfield 1 Brisbane Millon 1 Brisbane Millon 1 Brisbane Millon 1 Brisbane Millon 1 Brisbane Narangba 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane <					4
Brisbane Fairfield 7 Brisbane Graceville 6 Brisbane Graceville 6 Brisbane Hamilton 1 Brisbane Hill End 1 Brisbane Hill End 1 Brisbane Indoorcopilly 1 Brisbane Indoorcopilly 1 Brisbane Indoorcopilly 1 Brisbane Jindalee 9 Brisbane Jindalee 9 Brisbane Kenmore 4 Brisbane Manoph Hill 1 Brisbane Milton 1 Brisbane Milton 1 Brisbane Mount Samson 1 Brisbane MCOmmaney 1 Brisbane MCOmmaney 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane					1
Brisbane Fig Tree Pocket 3 Brisbane Graceville 6 Brisbane Hamilton 1 Brisbane Hill End 1 Brisbane Hill End 1 Brisbane Hill End 9 Brisbane Hill End 9 Brisbane Jindiage 9 Brisbane Mango Hill 1 Brisbane Morayfield 1 Brisbane Morayfield 1 Brisbane Mill Ommaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane Pulmovale 1 Brisbane P					1
Brisbane Graceville 6 Image: part of the property of					7
Brisbane Hamilton 1 Brisbane Hill End 1 Brisbane Hill End 1 Brisbane Indorocopility 1 Brisbane Indorocopility 1 Brisbane Indorocopility 1 Brisbane Menore 4 Brisbane Menore 4 Brisbane Mango Hill 1 Brisbane Milton 1 Brisbane Morayfield 1 Brisbane Morayfield 1 Brisbane MCOmmaney 1 Brisbane MCOmmaney 1 Brisbane Narangba 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane Pullervale 1 Brisbane Pullervale 1 Brisbane Rocklea 10 1 Brisbane Sherwood 7 7					3
Brisbane Highgate Hill Brisbane Hill End Brisbane Indocropilly Brisbane Indocropilly Brisbane Jindalee Brisbane 4 Brisbane Kenmore 4 Brisbane Mango Hill 1 Brisbane Milton 1 Brisbane Milton 1 Brisbane Mount Samson 1 Brisbane MComaney 1 Brisbane MComaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane Pine Mountain 1 Brisbane Pullenvale 1 Brisbane Rocklea 10 1 Brisbane Samford 1 1 Brisbane Senwood 7 7					6
Brisbane Hill End 1 1 1 1 1 1 1 1 1					1
Brisbane Indoorooplily 1 Brisbane Jindalee 9 Brisbane Kenmore 4 Brisbane Kenmore 4 Brisbane Milliton 1 Brisbane Milliton 1 Brisbane Mount Samson 1 Brisbane Mt Ommaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane Paddington 1 Brisbane Petrie 1 Brisbane Pullenvalie 1 Brisbane Rocklea 10 Brisbane Rocklea 10 Brisbane Samford 1 Brisbane Serwood 7 Brisbane Fennyson 3 Brisbane The Gap 1 Brisbane Towong 1 Brisbane West End					3
Brisbane Jindalee 9 Brisbane Kemore 4 Brisbane Lewnton 1 Brisbane Mango Hill 1 Brisbane Millon 1 Brisbane Morayfield 1 Brisbane Morayfield 1 Brisbane Mul Ommaney 1 Brisbane Mul Ommaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane Pettie 1 Brisbane Pettie 1 Brisbane Pettie 1 Brisbane Pettie 1 Brisbane Rocklea 10 1 Brisbane Samford 1 1 Brisbane Sherwood 7 7 Brisbane Sherwood 7 7 Brisbane The Gap 1 1 Brisbane The Gap		l l			1
Brisbane Kemmore 4 Brisbane Lawnton 1 Brisbane Mango Hill 1 Brisbane Millton 1 Brisbane Mount Samson 1 Brisbane Mt Ommaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Oxley 7 Brisbane Paddington 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane Pullenvale 1 Brisbane Pullenvale 1 Brisbane Rocklea 10 1 Brisbane Samford 1 1 Brisbane Sherwood 7 7 Brisbane Sherwood 7 7 Brisbane Tennyson 3 3 Brisbane Tenoyan 1 1 Brisbane					1
Brisbane Lawnton 1 Brisbane Mango Hill 1 Brisbane Milton 1 Brisbane Morayfield 1 Brisbane Mut Ommaney 1 Brisbane Mt Ommaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane Petrie 1 Brisbane Petrie 1 Brisbane Pine Mountain 1 Brisbane Pine Mountain 1 Brisbane Rocklea 10 1 Brisbane Rocklea 10 1 Brisbane Samford 1 1 Brisbane Sherwood 7 7 Brisbane Southbank 1 1 1 Brisbane The Gap 1 1 1 1 Brisbane The Gap 1 1 2 1 1<					9
Brisbane Mango Hill 1 Brisbane Militon 1 Brisbane Mount Samson 1 Brisbane Mount Samson 1 Brisbane Mt Ommaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane Pladdington 1 Brisbane Pine Mountain 1 Brisbane Pine Mountain 1 Brisbane Pullenvale 1 Brisbane Rocklea 10 Brisbane Samford 1 Brisbane Semvood 7 Brisbane Southbank 1 Brisbane Tennyson 3 Brisbane Towong 1 Brisbane Towong 1 Brisbane West End 1 Brisbane Westlake 6 Brisbane Westlake 6 Brisbane					4
Brisbane Milton 1 Brisbane Morayfield 1 Brisbane Mount Samson 1 Brisbane Mt Ommaney 1 Brisbane Mt Ommaney 1 Brisbane Narangba 1 Brisbane Paddington 1 Brisbane Pullenwale 1 Brisbane Pullenwale 1 Brisbane Rocklea 10 1 Brisbane Samford 1 1 Brisbane Senford 7 2 Brisbane Tennyson 3 3 Brisbane The Gap 1 1 Brisbane The Gap 1 2 Brisbane West End 1 2	Brisbane				1
Brisbane Morayfield 1 1 1 1 1 1 1 1 1	Brisbane	ŭ			1
Brisbane Mount Samson 1 Brisbane Mt Ommaney 1 Brisbane Narangba 1 Brisbane Oxley 7 Brisbane Paddington 1 Brisbane Petrie 1 Brisbane Pine 1 Brisbane Pine Mountain 1 Brisbane Pullenvale 1 Brisbane Rocklea 10 1 Brisbane Rocklea 10 1 Brisbane Samford 1 1 Brisbane Sherwood 7 Brisbane 1 Brisbane Sherwood 7 Brisbane 1 1 Brisbane Southbank 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 1 1	Brisbane				1
Brisbane Mt Ommaney 1 Brisbane Narangba 1 Brisbane Narangba 1 Brisbane Oxdey 7 7 Brisbane Paddington 1 Brisbane Petrie 1 1 Brisbane Petrie 1 1 Brisbane Pine Mountain 1 Brisbane Pine Mountain 1 Brisbane Pine Mountain 1 Brisbane Rocklea 10 1 Brisbane Samford 1 Brisbane Samford 1 Brisbane Sherwood 7 Rocklea 1 Brisbane Sherwood 7 Brisbane Sherwood 7 Brisbane Sherwood 7 Brisbane Sherwood 7 Brisbane Sherwood 7 Brisbane The Gap 1 Brisbane The Gap 1 Brisbane The Gap 1 Brisbane The Gap 1 Brisbane The Gap 1 Brisbane West End 1 2 Brisbane West End 1 2 Brisbane Westlake 6 Brisbane Weronga 3 Brisbane Weronga 3 Brisbane Weronga 3 Brisbane Yerongpillay 1 Bundaberg 1 Bundaberg 1 Bundaberg 1 Bundaberg 1 Bundaberg 1 Bundaberg 1 Bundaberg 1 Bundamba 3 2 Epswich Basin Pocket 1 Epswich Basin Pocket 1 Epswich Basin Pocket 1 Epswich Bundamba 3 2 Epswich Bundamba 3 Epswich Cashmere 1 4 Epswich East Ipswich Cashmere 1 4 Epswich East Ipswich Capta 4 Epswich East Ipswich Capta 4 Epswich Epswich Capta 4 Epswich Capta 4 Epswich Capta 4 Epswich Capta 4 Epswich Capta 4 Epswich Capta 4 Epswich Capta 4 Epswich Capta 4 Epswich Capta 5 Epswich Capta Capta Capta Capta					1
Brisbane Narangba 1 Brisbane Oxdey 7 7 8 8 8 8 8 8 8 8					1
Brisbane Oxley 7 Brisbane Paddington 1 Brisbane Petrie 1 Brisbane Pine Mountain 1 Brisbane Pine Mountain 1 Brisbane Pine Mountain 1 Brisbane Porchage 1 Brisbane Samford 1 Brisbane Samford 1 Brisbane Sherwood 7 Brisbane Sherwood 7 Brisbane Tennyson 3 Brisbane Towong 1 Brisbane Towong 1 Brisbane Westlake 6 Brisbane Windsor 1 Brisbane Windsor 1 Brisbane Yeronga 3 Brisbane Yeronga 3 Brisbane Yeronga 3 Brisbane Yerongpillay 1 Bundaberg 1 1 Chelton 1	Brisbane	Mt Ommaney			1
Brisbane Patdington Brisbane Petrie Brisbane Pine Mountain Brisbane Pullenvale Brisbane Rocklea Brisbane Samford Brisbane Sherwood Brisbane Sherwood Brisbane Southbank Brisbane Tennyson Brisbane Tennyson Brisbane Tennyson Brisbane Tennyson Brisbane The Gap 1 1 Brisbane Toowong Brisbane West End Brisbane West End Brisbane Yeronga Brisbane Yeronga Brisbane Yeronga Brisbane Yeronga Brisbane Yeronga Brisbane Yeronga Bundaberg 1 Chelton 1 Emerald 3 Barellan Point 1 Ipswich Barellan Point <t< td=""><td></td><td></td><td></td><td></td><td>1</td></t<>					1
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