

Allianz Australia Insurance Limited  
ABN 15 000 122 850

27 April 2011

Mr Robert [REDACTED] Clements  
[REDACTED]  
GRACEVILLE QLD 4075

Dear Mr & Mrs Clements

SUBJECT: Flood Claim  
CLAIM NUMBER: [REDACTED]  
DATE OF LOSS: 11 January 2011

I refer to the above and confirm receipt of your email to [REDACTED] of our office dated 19 April 2011 noting that you are in the process of reviewing the information concerning your claim.

It is noted that we await your formal response before we proceed with a review of your claim through our Internal Dispute Resolution Process.

Should you have any further queries at this point, please feel free to contact me to discuss.

You sincerely

[REDACTED]  
Dispute Resolution Officer  
Customer Services – Claims  
Direct Phone: [REDACTED]

**QFCI**

Date:

27/09/11 <sup>jm</sup>

Exhibit Number:

654