

QFCI

Date:

27/09/11

Jm

Exhibit Number:

657

To: [REDACTED]  
Subject: [REDACTED]  
Date: 17/06/2011

Claim No.: [REDACTED]  
Date of Loss 11/01/2011  
Our Client: Mrs [REDACTED] & Mr Robert Clements

Dear Rob,

Firstly apologies for the delay in responding to your email of 25/05/2011. I note your request for the matter to be reviewed through our Internal Dispute Resolution process and advise as part of the process we have engaged the services of Water Technology to provide a site specific hydrology assessment of your property. Water Technology have advised they have been unsuccessful in their attempts to contact you to date (we appointed them on 19/05/2011), however they note they have left messages.

I will forward your email address to Water Technology as an alternative way for them to contact you to arrange an inspection of your property and interview with yourself.

This information is provided subject to your compliance with the provisions of the Privacy Act 1988 (Cth), and/or when seeking this information, we undertake to comply with those provisions in respect of any information that you send us.

Please quote the Claim Number when referring to this matter. For further information, please contact me.

Yours faithfully,

[REDACTED] for QLD Property Flood  
Claims Service Consultant

Phone number: [REDACTED]  
Fax number: [REDACTED]  
E-mail address: [REDACTED]

Visit: <http://www.allianz.com.au>  
ABN: 15 000 122 850 AFS License No. 234708

Attachment(s):