

[REDACTED]

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From: [REDACTED]  
Sent: Thursday, 17 February 2011 7:15 AM  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: Disputed Brisbane/Ipswich claims

Hi [REDACTED]

Could you give me an indication of your assessing capacity to assist in the QLD floods please. After the recent media attention and consultation with [REDACTED], we've agreed to live assess the remaining QLD flood claim. There are approximately 150 personal lines flood claims remaining in BNE and Ipswich. I'll be utilising a CMC resource from SA to assist in these live assessments but will most likely need Nikki's help for the next 2-3 weeks full time.

Maybe give me a buzz when you get a chance.

Cheers

[REDACTED]  
[REDACTED]  
[REDACTED] Claims Manager, Personal Lines  
CGU Insurance

[REDACTED]

[www.cgu.com.au](http://www.cgu.com.au) We put the You in CGU.

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before printing this email.

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[REDACTED]

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ay, 3 February 2011 3:44 PM

[REDACTED]  
Disputed Brisbane/Ipswich claims

[REDACTED]

Just a quick email to confirm our earlier discussion.

There are currently 21 claims listed as disputed from the Brisbane/Ipswich Floods. However, this is likely to grow as there are still 200 customers who are yet to callback to be advised of the decision on their claim.

To assist in the review of these claim, I am able to put 4x assessors in Brisbane for up to a week. We should be able to complete all 21 assessments, provided the customer makes themselves available. Any additional claims that come in during that week will be accommodated where possible, however, we will need to review towards the end of the week.

I will have an ASC begin calling customers to book in from Wednesday next week (9th Feb), provided everyone can confirm they are ok with this process.

We will be looking at those claims in the Ipswich/Brisbane area.

The actual finish day will depend on how many customers make themselves available, how many new claims are added to the list, and what decisions are made regarding resourcing for Yasi. We may be able to knock them off within a couple of days, but I will review daily and liaise directly with you as to how we are going.

The role of the assessor while onsite will differ from a BAU assessment and the assessor will be only: