



QFCI

Date:

5/10/11

Jm

Exhibit Number:

724

DLA Piper File Note

Campbell 24 January 2011

Transcript of call centre recording

Customer	Hello this is Sharon speaking.
Consultant	Hi Sharon it's [REDACTED] from NRMA Insurance how are you going?
Customer	I'm good [REDACTED] how are you going today?
Consultant	Good, good, good. Just giving you a quick call to give you a bit of an update on where your claim is at at the moment.
Customer	Yep, thanks I appreciate that.
Consultant	That's alright you are probably aware that we are trying to review all of the information that we can for the [REDACTED] covered under the damage under the conditions of your home policy.
Customer	Yep
Consultant	So that's why we sent the assessor out to the property.
Customer	Yep, [REDACTED] yeah he was really nice.
Consultant	Excellent and we also engaged in the hydrologist report to look at like the water height, rainfall everything like that for the Brisbane [REDACTED] River.
Customer	Of course, yep.
Consultant	For your particular property with all the information that we have got it has come back unclear at this stage.
Customer	Okay.
Consultant	So basically what that means for you is what we need to do is do a little bit more I guess further information or get someone investigating into it just so we can make that right decision.
Customer	Yep, absolutely yep.
Consultant	What we are going to be doing is we are actually going to be requesting another hydrologist report and its actually going to be more specific for your actual street

	and property.
Customer	Yep, um I think there is a number of people in my complex that are with NRMA as well there is at least four that I know of.
Consultant	Okay yeah so they would all be in the same boat so we could get more I guess a more specific hydraulic report for you guys.
Customer	Of course, yeah.
Consultant	So we can make that decision.
Customer	Do you have any idea what timeframe you are looking at? I understand that it is crazy at the moment so yeah.
Consultant	Yeah that's alright. They said it should take a couple of weeks just because of the demands for hydrologists.
Customer	Of course yeah and that's the career to have right now isn't it?
Consultant	Yeah yeah so we are trying to get him sooner rather than later to you guys and once we have got all that information we can make the right decision. We will get one of our management team to give you a call and let you know.
Customer	That'll be brilliant. Will it be possible to get a copy of that hydrologists report?
Consultant	Yeah, no definitely, definitely.
Customer	Brilliant. Is it possible to get the one that has been done already?
Consultant	I could see if I can grab a hold of it because I know they have been sending them out to the people who we have declined but I'll see if I can get another one sent out to you just to give you the overarching one.
Customer	Brilliant and while I've got you on the phone can I just double check that NRMA's got the right postal address for me because I've got two addresses and I just want to make sure that it's a PO box.
Consultant	Let's have a look - so I've got the postal address as PO Box [REDACTED]?
Customer	Perfect, yep that's exactly excellent.
Consultant	Excellent, alright but we will give you an update anyway.
Customer	Fantastic.
Consultant	If you have any questions though in the meantime...

Customer	Yep.
Consultant	Give us a call have you got our direct number for the [] claims or...
Customer	I don't think so, no could I grab it off you.
Consultant	Yeah definitely. It is [REDACTED].
Customer	I'll just read that back to you [REDACTED].
Consultant	That's it so that team are actually looking after all these particular claims so if there is any problems, any questions just give us a call.
Customer	Give them a call fantastic. Thank you so much for calling [REDACTED] I really appreciate it.
Consultant	That's alright talk to you soon. Thanks Sharon
Customer	Bye.
Consultant	Bye.