

1 March 2022

## RACQ helping Queenslanders on road to recovery

With floodwaters receding in parts of the south east, RACQ is ramping up its response and providing frontline support to help Queenslanders get back on their feet.

As at 1pm today, RACQ had received more than 6,200 insurance claims, including 4,956 for homes and 1,313 for vehicles.

Group CEO David Carter said RACQ's absolute priority right now is responding to this catastrophic event and supporting our members.

"We are seeing a constant flow of claims lodged and we have all hands on deck to quickly process, assess and allocate work as we move into recovery, repairing and rebuilding – with a building panel also ready to go," Mr Carter said.

"The recovery duration will depend on the availability of supplies and trades which has been constrained across the country during COVID and the construction boom, but we will be there every step of the way to support Queenslanders to get them back into their homes and on the road no matter how long it takes."

Mr Carter said RACQ home insurance policies cover flood and storm damage.

"We know it will be a stressful and uncertain time for many, but I want to reassure all of our members that our policies cover flood and storm damage," he said.

"The quickest and easiest way to lodge your claim is to [go online](#). Using our online portal, you can also upload photos of the damage to help speed up your claim.

"Of course, you can also call us on 13 72 02 if you would prefer to speak to a consultant."

Mr Carter said the Club's Roadside Assistance crews had also been busy.

"On Monday we received more than 3,500 roadside assistance requests and we have been further impacted by road closures. We are continuing to reach people as quickly as possible," he said.

"As the waters recede, we have a high volume of assistance calls on Brisbane's northside. We appreciate your patience and please be assured we are doing all we can to respond."

If you are experiencing an emergency, please call 000 immediately.

Mr Carter said his thoughts are with communities still in the midst of severe flooding.

RACQ is Queensland's largest club and peak independent motoring organisation. We were formed in 1905 to represent the interests of the State's first motorists and today campaign for safer drivers, vehicles and roads on behalf of more than 1.7 million members who own the Club. We offer those members a vast range of motoring, insurance, banking, entertainment and travel services and benefits, and each year respond to more than a million calls for roadside assistance.

“While many Queenslanders can slowly begin to pick up the pieces, we know across the border in northern NSW, communities are still feeling the full force of the flooding,” he said.

“Our hearts and thoughts go out to everyone impacted and we extend our thanks to all of the emergency crews working hard to keep everyone safe.”

**Media inquiries: RACQ Manager Corporate Affairs Graham Metcalf 0419 434 101.**

RACQ is Queensland's largest club and peak independent motoring organisation. We were formed in 1905 to represent the interests of the State's first motorists and today campaign for safer drivers, vehicles and roads on behalf of more than 1.7 million members who own the Club. We offer those members a vast range of motoring, insurance, banking, entertainment and travel services and benefits, and each year respond to more than a million calls for roadside assistance.