

28 February 2022

RACQ has Qld covered as flood event continues

RACQ's response to the SEQ floods is well underway with key teams scaled up to cope with increasing claims numbers, makesafe repairs are ramping up, and assessors are already being deployed to people's homes where they have access, and it is safe to do so.

Group CEO David Carter said as at midday today RACQ had received more than 3,600 insurance claims, the majority being home claims, but this figure will keep increasing in the coming days, even weeks.

"Responding to the significant flooding throughout south east Queensland is RACQ's number one priority right now," Mr Carter said.

"Our activity across roadside assistance and insurance was prevalent and widespread throughout the weekend but as the weather subsides, we are now quickly shifting to recovery, repairing and rebuilding.

"We have boosted our claims lodgements teams to process the increasing number of claims we are receiving online and over the phone.

"Our repairers are undertaking makesafe repairs and a team of assessors is visiting damaged homes where we can, to get the repair process moving. More assessors and repairers will be on the ground as areas open.

"RACQ is scaling up teams to respond to this significant event over a number of communities. Claims will be triaged, according to need and circumstances. The recovery duration will be highly dependent on the availability of supplies and trades which has been constrained across the country during COVID and the construction boom."

Mr Carter wanted to assure all members that RACQ home insurance policies cover flood and storm damage.

"It doesn't matter how the flood occurred in your home, we have you covered," he said.

"What we need you to do if you are impacted is to lodge a claim as soon as you able to do so.

"The quickest and easiest way to lodge your claim is to [go online](#). If you need to speak with a consultant, please call RACQ on 13 72 02."

Mr Carter urged Queenslanders to take extra caution, even as floodwaters recede.

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.

“The most important thing is to ensure you are looking after yourself, your family, friends and neighbours,” he said.

“We know people will be keen to start cleaning up, but to keep safe and speed up your claims process there are some key steps you can take.

“This includes wearing rubber boots and gloves, opening windows and doors, taking photos of damage before you throw anything away and keeping receipts for items when you’re buying essentials like clothing and food.”

Mr Carter paid tribute to the SES volunteers and other emergency service personnel who worked through the weekend, keeping Queenslanders safe.

“Queensland has the best emergency response in Australia, and it is largely due to the dedicated, experienced and highly professional emergency service workers that we have to call on,” he said.

“RACQ proudly serves alongside Department of Transport and Main Roads to assist with road closures.

“We urge motorists to stay safe on our roads. There are still plenty that are closed and flooded.

“Our roadside assistance team has reported that there were too many call-outs over the weekend that involved motorists attempting to drive through flooded roads.

“Remember, if it’s flooded, forget it.”

If you have a life-threatening situation, please call 000 immediately or the SES on 132 500.

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

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