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RACQ settles more than half of flood-related motor claims

RACQ is continuing to support its members impacted by the devastating flooding in south east Queensland, settling more than half of the 2,600 motor vehicle insurance claims from the event.

General Manager Claims Trent Sayers said more than \$28 million had been paid out to members for motor vehicle claims.

“Our assessors are working tirelessly to inspect damaged vehicles and process claims as quickly as possible with around 90 percent of damaged vehicles being deemed total write-offs,” Mr Sayers said.

“This means members can find a replacement vehicle and get back on the road sooner.

“We’re supporting this through our exclusive agreements with car dealerships, including Motorama, Eagers and Autopact, which provide impacted members with preferential access to a replacement.”

Mr Sayers said the recent weather event was shaping up to be one of the largest natural disasters in Australia’s history.

“In total, RACQ has received more than 14,200 property and motor claims from the weather event and we continue to receive new claims every week,” he said.

“We’ve so far added around 140 extra staff to our claims team to bolster our response to this unprecedented catastrophe and we continue to recruit workers to ensure we can manage claims as quickly and efficiently as possible.

“We know this is an extremely challenging time for affected members and we’re prioritising those most vulnerable.

“Our assessors and building panel are responding to our large volume of claims and we want to reassure members that storm and flooding is covered as standard in RACQ home and motor insurance policies.”

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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.