

14.6.11

Peter Odlum

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QLD FLOOD ENQUIRY – INSURANCE COMPANY PERFORMANCE

Honourable Justice Catherine Holmes

During the event of January 11th 2011 whilst standing in our kitchen knee deep in water trying to come to terms with what had just happened, I couldn't help but think, "Does our insurance policy cover this? "

Although we had an anxious 3 -4 week waiting period prior to an assessment of the damage at our home by our insurance companies representative, I am pleased to say that our insurer NRMA Insurance, handled our claim with integrity, during the very first phone conversation on 11th January 2011 with the claims department it was established that we would not be able to remain at our home for some time due to the loss of electricity & sewage services. Alternative accommodation was arranged for us nearby.

During the visit by the NRMA Insurance company assessor, the water damage to our home was identified as "storm water surge inundation" allowing the process of negotiating building & contents repair or replacement to proceed accordingly.

I am pleased to say that at this time we are almost back to normality, thanks NRMA Insurance.

Kind regards,

Peter & Elizabeth Odlum