

February 24 2011
10:20 am
Telephone in from [REDACTED] at NRMA

[REDACTED] advised that she was calling in relation to my claim. She explained that they were reviewing the circumstances to see whether the flood event was covered by my policy, that was why they had sent the assessor out. She advised that they had commissioned a hydrologist's report, but that the result had been unclear.

She also advised that NRMA were commissioning a second hydrologist's report to examine the Bridge St area specifically. I asked if she had an estimated time in which I could expect a decision, and she said probably two to three weeks.

She provided me with the direct number for the team that is managing these particular claims: [REDACTED].

I asked if she could provide me with a copy of the hydrologist's report, and she said she would send one out.

I also confirmed my postal address was [REDACTED] Brisbane Adelaide St Qld 4000.

Sharron Campbell (signed)

QFCI

Date: 5/10/11 Jm

Exhibit Number: 723