

FLOOD UPDATE - IMPORTANT NOTICE

Further to previous communication, Calliden Group provides you with some advice to assist policyholders.

Cover

Calliden covers flood for most household policyholders.

Dawes Motor Vehicle insurance also provides cover for flood.

Flood is also provided by **Mansions** our high net worth home agency underwritten by Lloyds. Calliden does not cover flood for commercial insurances (including **IUA**), unless the customer has specifically taken flood cover.

Claims lodgement

If your clients who have been affected by the floods have not yet lodged a claim, we encourage them to do so by using the following contact details:

- Calliden Domestic and Commercial **1300 880 037**
- Dawes (Motor) **1300 188 299**
- ARGIS Insurance (Farm) **1300 734 617**
- Mansions of Australia **1300 302 868**
- Interruption Underwriting Agencies **1800 223 623**
- QUS **1300 668 386**

Copies of insurance documents are not required to make a claim. We will use our customer records to confirm cover. The sooner damage is reported to us the quicker we can ensure that those who are unable to live in their premises can be assisted appropriately.

Clean Up

Calliden encourage policyholders to clean up their premises.

Photos

It is also helpful if policyholders can take photos of damaged items.

Records

Policyholders should start itemising their contents where possible.

Personal Details

Policyholders are advised not to give out personal details especially banking details unless speaking to a Calliden representative. If they are in doubt they should request a call back.

THE FOLLOWING INFORMATION IS APPLICABLE TO DOMESTIC POLICY HOLDERS ONLY

Emergency Assistance

For emergency purposes, initial cash payments up to \$5,000 associated with a domestic related claim can be made available and paid promptly into a nominated bank account if required.

Temporary Accommodation and Removal of Debris

Payment of these benefits will be treated in accordance with the policy wording.

Clients with special needs

If your clients have any special needs or suffering from financial difficulties as a result of the floods, please do not hesitate to raise this with us so that we can provide the most appropriate response and support.

“Here to Help”

As part of our commitment to supporting customers, Calliden has entered into an agreement with Davidson Trahaire Corpsych to provide psychological support for Calliden customers who have suffered from the floods under a program called “ Here to Help “

What Services Are Available To Customers Affected?

- Access to a help line to obtain counselling and psychological support
- Up to 4 hours of face to face or telephone counselling for individuals and their families
- High quality counselling provided by qualified and experienced clinical staff
- Calliden customers can access services immediately for a period of 12 months (until January 2012)

How do Customers access services?

- Customers call 02 9551 1030
- Customers will be asked to provide their contact details (landline, mobile number and/ or email address)
- Calliden will arrange for Davidson Trahaire Corpsych to contact the customer within 24 hours to make an appointment to talk to or see a counsellor at a convenient time and location

All services are free and confidential for Calliden customers.

RENEWALS

For Domestic and Mansions policies we will be offering renewal on the basis that flood cover will be excluded until we complete further analysis of the flood events.

Calliden is committed to assisting your affected clients in the most appropriate ways we can. For specific claims related matters, please promote to your clients the numbers specified above.

For all other general queries in relation to the Queensland and Victorian Floods and Calliden’s response please contact Mike Hooton, Group Executive, Marketing and Distribution on 02 9551 1150.