
IAG NEW SOUTH WALES STORMS UPDATE



Insurance Australia Group (IAG) businesses have received over 10,000 claims, as at 11am on 23 April, for damage in relation to the NSW storms that occurred this week.

The majority of claims by number have been received from Personal Insurance customers who hold policies under the NRMA Insurance, CGU, Lumley Insurance, WFI and Coles brands.

Most of the claims received to date relate to property damage caused by heavy rain and high winds.

The immediate focus of the IAG businesses is to help customers impacted by the storms as quickly as possible.

Extra staff have been allocated to call centres and a call back option is in place to help reduce waiting times for customers, while more than 7,000 jobs have already been allocated to builders. Customers can also lodge claims online.

While it is too early to reach an accurate estimate of the potential financial impact of this event, the company will provide an update as soon as it is in a position to do so.

About Insurance Australia Group

Insurance Australia Group Limited (IAG) is the parent company of a general insurance group with controlled operations in Australia, New Zealand, Thailand and Vietnam, employing more than 15,000 people. Its businesses underwrite over \$11 billion of premium per annum, selling insurance under many leading brands, including: NRMA Insurance, CGU, SGIO, SGIC, Swann, WFI and Lumley Insurance (Australia); NZI, State, AMI and Lumley Insurance (New Zealand); Safety and NZI (Thailand); and AAA Assurance (Vietnam). IAG also has interests in general insurance joint ventures in Malaysia, India and China. For further information please visit www.iag.com.au.

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