

















Flood Damage Claims

We're here to help

We recommend you take the following steps:

-  Stay safe.
-  If practicable and safe, move all motor vehicles to high ground.
-  Do not return to evacuated areas until you have been told it is safe to do so.
-  Actively monitor and follow emergency services advice in a timely manner.
-  Check buildings for structural damage and if gas, water and electricity are working.
-  Try not to start cars or electrical equipment until inspected by someone qualified to do so.
-  Clean-up crew should wear appropriate Personal Protective Equipment to minimise skin and eye exposure to harmful substances. This includes enclosed footwear, gloves, long sleeves, long pants or coveralls, eye protection and respiratory protective equipment.
-  Make antibacterial wipes and sanitizer available to everyone involved in the clean-up, so they can clean themselves without water. Clean-up crew should also be immunised for tetanus (within the past 10 years).
-  Secure property and assets from potential hazards, to prevent theft and looting, and keep vigilant for any displaced wildlife that may be in the area.
-  Where necessary undertake any make-safe repairs.
-  Look for any areas where water may have seeped inside. Have your Environmental Health Officer and remediation experts inspect for water, moisture, and mould.
-  Take reasonable steps to preserve property and if possible, store for later inspection before disposal and take photos.
-  Appoint a co-ordinator to be the key contact for the claims process.
-  Take photos or videos that show damage and in particular, water levels inside and outside of your buildings to document the height of the water.
-  Ensure records of costs and decisions are maintained in writing with evidence if necessary.
-  Keep records of your expenses and set up a cost code.



Contact us

Contact the LGIS Claims Team as soon as possible. We will do everything we can to assist you following a flood event. As well as managing your claim, we will also connect you with any relevant LGIS services to support your organisation and people.

For more information contact generalclaims@lgiswv.com.au

If you need urgent assistance please contact one of the following:

Chad Cossom, General Claims Manager

chad.cossom@lgiswv.com.au
0429 219 137

Udam Wickremaratne, Portfolio Manager

udam.wickremaratne@lgiswv.com.au
0418 419 451

