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NRMA Insurance records 35,000 wild weather claims over past year, as Storm Season set to begin

The latest NRMA Insurance Wild Weather Tracker (the Tracker) reveals the huge impact of storm damage on the nation's East Coast, with nearly 35,000 storm and hail home claims received in the past 12 months – amounting to almost 60% of all home claims.

The Tracker monitors severe weather claims received by NRMA Insurance in communities across NSW, QLD and the ACT and is released after every season to help people prepare and protect themselves from wild weather.

While the East Coast experienced a quieter than usual winter, Storm Season is fast approaching, and the latest edition of the Tracker highlights the significant impact of storm and hail damage and the importance of getting prepared.

The Tracker reveals that 81 per cent of all storm-related home claims received by NRMA Insurance over the past 12 months occurred during Storm Season from October to March (2020-21).

NRMA Executive General Manager Direct Claims Luke Gallagher said: "We've created the Tracker to help communities understand that wild weather can happen at any time. No two seasons are the same and as our claims data shows, even low scale weather events can have a big impact."

NRMA Insurance research¹ on community attitudes to disaster preparedness also found Queenslanders consistently felt more prepared for wild weather than their counterparts in NSW and the ACT. Central Queensland was the most prepared region on the East Coast (going up five points to a self-assessed score of 77/100), while Sydney's eastern suburbs was once again the least prepared region (56/100).

Storms still wreaking havoc across the East Coast – Wild Weather Tracker data

Storm and hail claims over the last 12 months

34,966

total storm & hail claims -
the lowest since 2017-18



Lower than the
six-year average



58%

of all home
claims in winter

¹ Online research of 1,004 NSW, 1,006 QLD and 503 ACT residents – research conducted by Pure Profile in August 2021

Across NSW, QLD and the ACT, storm and hail caused considerable damage in the 12 months to 31 August, accounting for:

- 59% of all NSW home claims – on average for the state since 2015-16
- 55% of all QLD home claims – well above the six-year average of 45%
- 45% of all ACT home claims – down on six-year average of 58%

Newcastle and the Hunter Valley was the NSW region hardest hit by storms and hail, while the Gold Coast was most impacted in Queensland and Kambah saw the most claims in the ACT.

“While it was a mild winter, we’re expecting a wetter than usual spring on the East Coast, so now is the time to be taking practical steps to prepare for storms and wild weather,” said Mr Gallagher.

“With many Australians spending more time at home due to the pandemic, we are reminding people to put aside some time to get their home disaster ready before the next storm hits. This gives you the best opportunity to protect your loved ones and property from a severe weather event.”

Regions most impacted by storm and hail - year to August 2021

NSW			QLD			ACT		
	Regions	% of claims		Regions	% of claims		Regions	% of claims
1	Newcastle and Hunter Valley	13.7%	1	Gold Coast	17.4%	1	Kambah	5.9%
2	Mid North Coast	12.7%	2	Logan-Beaudesert	16.8%	2	Gordon	2.7%
3	North-West Sydney	9.7%	3	Moreton Bay	10.6%	3	Curtin and Nicholls	2.1%
4	Central Northern Sydney and the Hills	7.7%	4	Ipswich	10%	4	Wanniassa and Narrabundah	2%
5	Wollongong and Illawarra	6.8%	5	Sunshine Coast	10%	5	Monash, McKellar and MacGregor	1.8%

With the release of the Wild Weather Tracker, NRMA Insurance is encouraging residents to prepare for storms, hail and heavy rain by taking steps to secure their homes and property before Storm Season gets underway in October.

“While wild weather can strike at any time, there’s an increased risk during Storm Season. One of the best things you can do to prepare is checking and maintaining your roof. This includes repairing any damage, clearing leaves from gutters and trimming any overhanging branches,” Mr Gallagher said.

Australians are increasingly worried about the impact of extreme weather – but more people than ever plan to take steps to prepare

The Tracker shows ACT residents are the most worried (79%) that natural disasters are becoming more frequent and severe (compared to 72% in NSW and 62% in QLD).

Encouragingly, the research also reveals that more people than ever plan to prepare for severe weather, with nearly two-thirds of Queenslanders (65%) and residents in NSW (61%) and ACT (62%) planning to take steps to prepare their homes in spring.

“It’s great to see that more people than ever plan to take steps to prepare. With more rainfall expected in spring, completing simple jobs around the house now can help prevent storm damage in the months ahead,” Mr Gallagher said.

“We know that the pandemic continues to challenge many people and communities across the country and as we approach storm season, we stand ready to support our customers with any help they need should the unexpected unfortunately happen.”

How to get your home ready for Storm Season

1. Trim overhanging trees and branches
2. Clean out gutters and downpipes
3. Secure or put away loose items in your yard or on your balcony
4. Check the roof is in good repair
5. Make sure that your home and contents insurance is up to date

Download the NRMA Insurance Wild Weather Tracker from iaq.com.au/wild-weather-tracker

Media Release



About the NRMA Insurance Wild Weather Tracker

The NRMA Insurance Wild Weather Tracker is released after every season outlining the volume of severe weather and natural disaster claims NRMA Insurance receives in NSW, QLD and the ACT. It tracks community research into the attitudes and behaviours regarding preparing for natural disasters and severe weather and includes expert advice from NRMA Insurance's preparedness partners highlighting the critical steps people can take to protect their homes.

About NRMA Insurance

NRMA Insurance is one of Australia's most trusted general insurance providers – helping people protect the things they care about since 1920. It has a long proud history of working with communities to build their resilience against severe weather and keep people safer on the road. Almost three million customers across NSW, Queensland, ACT and Tasmania choose NRMA Insurance to protect their homes, vehicles, businesses, motorcycles, boats, pets and travel. In 2019, more than 350,000 claims were paid. NRMA Insurance is backed by IAG, the largest general insurer in Australia and New Zealand and operator of some of Australia's biggest insurance brands including CGU, SGIO, SGIC and WFI.

Media contact:

Annabelle Vo

NRMA Insurance

0411 010 778

annabelle.vo@iag.com.au