

Sunday 19 September 2021

## **NRMA Insurance records over 28,000 wild weather claims over past year in NSW, as Storm Season set to begin**

The latest NRMA Insurance Wild Weather Tracker (the Tracker) has revealed the huge impact of storm and hail damage in NSW, with the state receiving more than 28,000 storm and hail claims in the past 12 months – amounting to almost 60% of all home claims<sup>1</sup>.

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 it was a quieter than usual winter in NSW, 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 more than 81 per cent of all storm-related home claims in NSW over the past 12 months occurred during Storm Season from October to March (2021-21).

New NRMA Insurance research<sup>2</sup> on community attitudes to disaster preparedness also found the North Coast was the prepared region (with a self-assessed score of 74/100), while the least prepared region was Sydney's Eastern Suburbs (56/100).

NRMA Executive General Manager, Direct Claims Luke Gallagher said it has never been more important to take practical steps to prepare for storms and wild weather.

“We’ve created the Tracker to help communities understand that wild weather can happen at any time. We’re expecting a wetter than usual spring on the East Coast, so now is the time to start ensuring your homes, family and communities are prepared for the months ahead,” said Mr Gallagher.

“With many Australians spending more time at home due to the pandemic, we are encouraging people 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”

### **Regional NSW hardest hit by storms over the past year - Wild Weather Tracker data**

The NRMA Insurance claims data shows regional NSW was hit hard with Newcastle and the Mid North Coast accounting for over a quarter of storm claims in the state. Port Macquarie recorded the most claims of any town or suburb in NSW, while Castle Hill was the hardest hit suburb in Sydney.

The Tracker also shows that while NSW experienced a quieter than usual winter, the late

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<sup>1</sup> NRMA Insurance home claims data from 1 September 2020 to 31 August 2021

<sup>2</sup> Survey of 1,000 NSW residents via an online survey in August 2021.

August storms caused considerable damage. More than a third of all wild weather claims this winter occurred in the last ten days of August as thunderstorms hit the state.

“The storms that hit NSW in late August resulted in over 1,000 home claims being lodged over a 10-day period. No two seasons are the same and as our claims data shows, even low scale weather events can have a big impact,” said Mr Gallagher.

## Areas most impacted by storms in NSW - year to August 2021

NSW Regions			NSW Suburbs			NSW Suburbs (Sydney)		
		% of claims						
1	Newcastle and Hunter Valley	13.7%	1	Port Macquarie	1	Castle Hill		
2	Mid North Coast	12.7%	2	Wauchope	2	Glenmore Park		
3	North-West Sydney	9.7%	3	Castle Hill	3	Baulkham Hills		
4	Central Northern Sydney and the Hills	7.7%	4	Dubbo	4	Winmalee		
5	Wollongong and Illawarra	6.8%	5	Albion Park	5	Kellyville		

### Community encouraged to take action now – ahead of storm season

NRMA Insurance and long-term partner the NSW SES are encouraging residents to prepare for the increased risk of storm, 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.

NSW SES Commissioner Carlene York said with Storm Season only around the corner, it is incredibly important communities prepare now.

“We have over 10,000 volunteers that are always ready and willing to spring into action to help their communities during storms and floods,” Commissioner York said.

“But while our volunteers are ready, it is equally important communities are ready as well. There is a wealth of information available on our website, which can help you prepare.

“By taking simple steps today to prepare ahead of potential storms, you can make a world of difference should a storm strike tomorrow,” she said.

## Encouragingly more NSW residents than ever plan to take steps to prepare

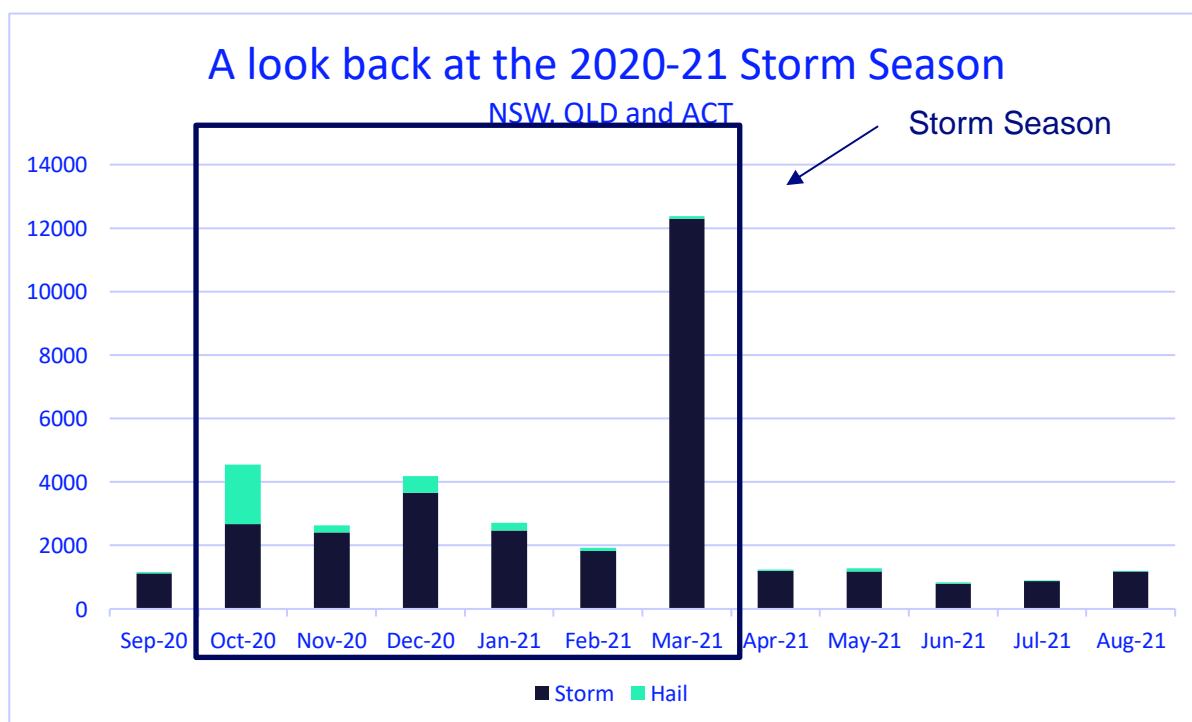
The NRMA Insurance research on community preparedness reveals nearly three-quarters (72%) of NSW residents are worried natural disasters are becoming more frequent and severe.

The NRMA Insurance research also found:

- 78% of people in NSW believe climate change is making natural disasters more frequent and severe (up from 70% in autumn)
- 53% have an emergency plan or kit ready (up from 45% in autumn)
- 47% have taken steps during winter to prepare their home and family for severe weather (up 8% from autumn)
- 61% say they plan to take steps to prepare in the next three months (up 10 percentage points from autumn).

“While it is great to see that more people than ever plan to take steps to prepare, our research still shows that 40 per cent of NSW residents don’t feel prepared for severe weather. This means there could be more than 1.2 million unprepared households in the state,” Mr Gallagher said.

“We know that the pandemic continues to challenge many 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.”



# Media Release



Download the NRMA Insurance Wild Weather Tracker from [iaq.com.au/wild-weather-tracker](http://iaq.com.au/wild-weather-tracker)

## 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 include 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.

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