

MEDIA RELEASE



February 2023

FMG supporting clients impacted by Cyclone Gabrielle

New Zealand's largest rural insurer FMG has lodged almost 1500 claims following Cyclone Gabrielle and is doing everything it can to support impacted clients.

"Firstly, our thoughts go out to all those impacted, and we encourage clients to keep their personal safety, and that of their family and staff top of mind when assessing damage" says Karen Williams, FMG's Rural Propositions Manager.

"As you would expect the claims coming in are mostly for water damage to property, vehicles, and contents.

"We appreciate communication and electricity lines are challenging in some places, so we want clients to know we have options when it comes to lodging a claim, either now, or when connectivity improves in their area," says Karen.

There are two ways clients can lodge a claim:

- Call us on **0800 366 466**. Please note we're experiencing high call volumes, but we will get to you – we appreciate your patience
- Online through FMG Connect, which you can find on our website [here](#)
- You can lodge your claim without knowing all the details of the damage. The sooner we know you have item(s) to claim on, the sooner we can begin working on your claim
- If you have significant damage to your farm, business, or home, please contact us as soon as you can so we can help
- If you need temporary accommodation, please call us to see how we can help.

"Given the size and scale of this event, along with road access challenges, it will take time to get assessors out. Some of our Assessing Team have begun seeing clients, and we'll be prioritising our most vulnerable clients first," says Karen Williams.

Here are some of the most common questions we're hearing from clients:

"What can I do now?"

- You can make emergency repairs to keep people and stock safe, for example making buildings weather tight
- You can dispose of frozen foods that have gone off
- You can dispose of flooded property, such as carpets, furniture, and bedding etc.

"What can I do to speed up my claim?"

- Take as many photos as you can of damaged items before disposing of them and of all the damaged items you need to claim on
- Keep receipts. If you have contracted work to support repairs, such as digger hours for repairing culverts, or wire and posts to fix fences, please keep a record of contracted hours

"We appreciate things are difficult right now. Please know that when you're ready and able to get in touch, we're here and ready to help with your claim," says Karen Williams.

ENDS.

MEDIA CONTACT Ben Christie, External Communications Specialist, Mobile: 02718002497