



Media release Friday, 14 October 2022

RACT mobilises claims team to assist flood-affected residents across northern Tasmania

The RACT is mobilising its claims team to help those affected by floods in Tasmania's north and north-west.

The state's only local insurance company has allocated additional call-centre resources to deal with an increase in calls for insurance claims and will be sending a team to visit affected areas over the weekend.

RACT Group CEO Mark Mugnaioni said with the situation still unfolding, the full extent of damage and resulting claims would be clearer by Sunday.

"RACT is working closely with those impacted by the floods and will continue to do so over the weekend," he said.

"Our team will be on the ground in the north-west on Sunday, as this is when we expect people to understand the full extent of the impact the flooding has had on their homes.

"With rainfall in the Meander and Mersey catchments above the one in 100-year level over a 24-hour period, and the flood level at Deloraine Railway bridge the highest on record, early signs suggest that impact could be in similar range of the 2016 floods in the area.

"If we take our historical experience of claims, we can expect somewhere up to 300 households to lodge over the next few weeks.

"We encourage anyone affected by the floods to lodge a claim as soon as possible, and we've allocated additional resources to support the increased call-load.

"The sooner customers lodge their claims, the sooner we can go about assessing and fixing the damage caused by the conditions.

"We also remind people to look after their own safety when returning to your home. This includes driving safely on the roads, as well as being extra cautious using electrical items when floodwater has been present."

RACT is urging all policyholders who are affected by the floods to call 13 27 22 or go online to ract.com.au and lodge a claim as soon as possible.

RACT will be onsite as follows:

**Devonport – RACT branch – 68 Rooke Street, Devonport
Sunday 16 October 2-5pm**

**Latrobe – Latrobe Memorial Hall – 170 Gilbert Street, Latrobe
Monday 17 October 9am -4pm**