

WEATHER ALERT

INCIDENT: Flooding, Queensland, Australia

TIME & DATE: January 2011

Overview:

Continuing downpours has now seen the flooding situation in Queensland deteriorate with tragic consequences. Over three quarters of Queensland has been declared a disaster zone with about 70 towns affected.

Parts of Queensland's capital, Brisbane, were evacuated yesterday with the Brisbane River peaking this morning at 4.46 metres during the morning high tide. This caused over 20,000 residential and commercial properties to be affected by flooding with water levels expected to remain and slowly recede over the weekend.

Thousands have been forced to evacuate their homes by the floods, with more than 115,000 Queensland homes currently without power throughout Brisbane and Ipswich.

The flooding commenced in Northern Queensland where the water levels are now reducing, although access still remains problematic in certain areas.

Major flooding is also expected in northern NSW, as the flood waters move south.

Specific action taken to date:

Crawford continues to monitor volumes on an hourly basis. Initial contact with the customer, providing support and guidance is being made within 24 hours of instruction. We are prioritising customers that have severe damage and need immediate assistance.

Adjusters throughout our extensive Australian business have been mobilised and we are relocating adjusting resource to where it is most needed, supported by the addition of extra work. Weekend working will also be in operation.

Crawford also has support available from other countries within the Asia Pacific region, as well as the USA if needed.

Chief Operating Officer, Tim Jarman, is co-ordinating our response and is working with National CAT Manager, Elizabeth West, Queensland State Manager, Darren McKinnon; Queensland Operations Manager, Peter O'Donoghue and John Moon, National GTS Manager, in respect of major and complex losses.

New instructions can be sent direct to each local office or into brisbane@crawco.com.au. For 24/7 assistance, please contact **1300 135 790**.

Key Contacts:

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