



# Wesfarmers Insurance Division

Wesfarmers Insurance Investments Pty Ltd  
ABN 63 105 168 876

## News

### Update on Gippsland storm and flood damage.

Wesfarmers Federation Insurance (WFI) received a number of claims relating the recent storms in the Gippsland region of Victoria. We currently have assessors in the area working extended hours to visit many of our affected customers to assess damage as quickly as possible.

WFI has not declined any claims in relation to the Gippsland storms and floods. We will review each claim individually and on a case by case basis and will work with our customers to achieve the best possible outcome.

WFI has a long and proud history of serving rural communities. Over the years we have always focused on providing our clients with a high level of personal service, striving to assist them in their time of need. Our claims philosophy is to look for ways to pay each claim, rather than avoiding payment. In the past 12 months alone, over 50,000 claims were lodged with WFI and of those over 97% were accepted.

Ends

For more information please contact.

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## MEDIA RELEASE

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Tuesday, 10 July 2007

### GIPPSLAND STORM CLAIMS – 27 & 28 JUNE 2007

We have now received a range of weather and other associated information regarding the water damage caused to the residents of the town of Newry, which indicates severe storm conditions preceding the release of water from the Glenmaggie Weir.

In line with our philosophy of trying to find ways in which we can pay our clients claims under their policies, we will honour claims lodged by residents of Newry as a result of the storms on the 27th and 28th June 2007.

We will continue to respond as quickly as possible to all claims lodged by our customers.

~ ENDS ~

For further information or comment contact:

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