

22 September 2021



Earthquake in Victoria

CCI is contacting all clients that may be impacted by this morning's earthquake and reports of damage across parts of Victoria.

Please note the following important contacts if you need assistance:

Emergency call 000

SES call 132 500

www.emergency.vic.gov.au

If you need to lodge a claim:

Call the Claims Team on 1300 655 001 and they will help you

If you require a Make Safe, we can also assist to proceed under the current Victorian Government building restrictions, **but no repairs can commence before an assessment is undertaken.**

If you require temporary or alternative premises/accommodation, we can arrange this with you if your building is deemed unsafe.

If you require a building damage assessment, CCI will engage an engineer to attend the site and CCI approval needs to be provided before any repairs can commence, if there is to be insurance coverage (note that earthquake excess will apply).

We understand that many properties, including parishes and schools, may be unoccupied at present. When it is safe to do so, it is important to check your premises for any possible damage.

Risk and Safety considerations after an earthquake

First do not enter the building, walk around the outside to inspect first.

Check the roof line, wall lines, look for any major displacements, external cracking, and loose materials e.g., roofing tiles, bricks etc.

Once you feel it is safe to enter, check internal walls, windows, and ceilings for cracks – if in doubt do not enter and call CCI to arrange a professional building assessment.

Despite the obvious, be aware just because it looks safe it may not be – If in doubt call!

CCI is committed to providing our clients with access to the right support and advice, where and when they need it

If you wish to speak to us about a claim or any matter related to policy coverage, please contact your CCI Client Relationship Executive or call our Client Support Team on 1300 110 445.

Kind Regards,