

# Rebuilding after a devastating storm

## CHALLENGE

In February 2019, Townsville, located on the Eastern coast of Australia, was devastated by one of the worst natural disasters to affect the state of Queensland. A slow-moving, low-pressure tropical system and monsoon trough stalled for nearly a week over the Townsville region, causing widespread flooding and wind damage to many properties.

## SOLUTION

In the immediate aftermath of the event, Crawford mobilized over 50 adjusters into Townsville and the surrounding areas. Crawford Australia was well supported by colleagues from New Zealand and handled over 2,220 commercial, business interruption, marine, motor and household claims. After eight months of hard work, Crawford is approaching the milestone of over 80% of settled claims now being settled, which is above the industry average.

### INDUSTRY

Residential and commercial insurance

### LOCATION

Australia

### CLAIM TYPE

Tropical storm damage

## RESULTS

**+80%**

of claims settled  
(above industry average)