

Timeline QBE Flood Claim

6 Eriboll Close MIDDLE PARK 4074

Thursday 13 th January	Claim lodged by telephone with QBE
Wednesday 19 th January	Assessor attended premises
Wednesday 8 th February	Letter from QBE with copy of Assessor's report (No Name on Signature) stating damage was probably caused by flood and waiting for general hydrology report.
8 th February – 18 th April	Sometime during this period Peter Andrew, National Manager Business Improvement for QBE called me and explained the heavy workload that QBE was experiencing and discussed elements of our claim. This gave me a feeling of relief that our claim was being processed as best could be expected under the circumstances.
Monday 18 th April	David Cox from Water Technology attended site for inspection.
Wednesday 27 th April	Letter from QBE (No Name on Signature) advising that they had appointed a hydrologist for a site specific report on our property and that the results would be available early to mid May.
Monday 6 th June	Letter from QBE (No Name on Signature) with Hydrology Report advising reasons that claim had been denied.
Tuesday 14 th June	I called Peter Andrew of QBE to advise of rejection letter and find out who to contact at QBE to discuss the situation. He replied and organised for me to contact a Christina Eller in the Dispute Resolution Department.
Wednesday 15 th June	I emailed a letter to Christina Eller with reasons for our dispute of the claim rejection along with supporting evidence.
Friday 15 th July	I emailed Christina Eller to say that as the 15 business day period for a reply to my letter had lapsed and as I did not have a reply I would send all the correspondence to the Financial Ombudsman.

Monday 18 th July	<p>Received an email from Christina Eller stating that a colleague Juliette Eden had been allocated our file but had not completed the review, was absent from work and would contact me.</p> <p>Also received email from Juliette Eden requesting further information.</p>
Tuesday 19 th July	<p>Sent email to Juliette Eden with answers to all questions and copy of Brisbane City Council Flood Map.</p>
Monday 25 th July	<p>Received email from Juliette Eden advising that a further site specific hydrology report had been commissioned and we would be contacted by the hydrologist</p>
Friday 18 th August	<p>I emailed Juliette Eden to say we would now be contacting the Financial Ombudsman as again no contact had been made for over 15 business days.</p>
Monday 22 nd August	<p>Received an email from Richard Feld of QBE saying that our claim dispute had been transferred to him and that he had asked the hydrologist to contact us to make an appointment.</p> <p>The same hydrologist (David Cox) phoned and arranged an appointment for Wednesday 24th August.</p>
Wednesday 24 th August	<p>David Cox and his team leader Chris attended our house and proceeded to justify their initial findings and stated they did not agree with hydrology report we had tendered for a neighbouring property. This report had been accepted by the other properties insurer as being correct and they paid the claim on the basis that the inundation was caused by stormwater not riverine flooding. David & Chris had no intention of taking any measurements at our property or making any further inspections.</p>
Thursday 1 st September	<p>There has been no further contact from anyone.</p>