

FRIDAY, 3 JAN 2020

MEMBERS IMPACTED BY BUSHFIRES URGED TO CONTACT RACV INSURANCE

Members impacted by the Victorian bushfire emergency are being urged to get in touch with RACV Insurance as soon as possible to access emergency accommodation, financial assistance, and counselling services.

To lodge a home insurance claim, RACV Insurance members should contact the Claims and Assistance Centre on 13 19 03 or follow the prompts [online](#).

“As always, our priority is the safety of our members and helping them recover as quickly as possible,” RACV spokesperson Brodie Bott said.

“We are urging our insurance members to get in contact with us as soon as possible to make a claim so we can provide immediate support, such as emergency accommodation and financial assistance.

“Our disaster response customer support program is also available where customers can receive free and confidential counselling by a team of psychologists experienced in providing post-incident support.

“A team of assessors and builders from our major events claims team will be on the ground to help our members once it is safe to enter the affected areas.

“As we know, this is already a particularly difficult bushfire season for our emergency authorities and impacted communities, and we will continue to support them through the difficult times ahead,” he said.

For more information about RACV Insurance visit www.racv.com.au/insurance or call us on 13 RACV (13 72 28).

Furthermore, RACV members who require emergency roadside assistance should call 13 11 11. Our staff are available 24/7. For life-threatening emergencies, members of the public should call triple zero (000).

Please note: Ongoing mobile coverage issues across Mallacoota, Bairnsdale, Orbost, Lakes Entrance, Bruthen and Corryong are affecting callouts for road side assistance. Members requiring emergency assistance in those areas should contact 000.

##ENDS##

For media enquiries, interviews or images, contact RACV's Media & Communications team on 03 9790 2572 or 0417 041 398.

About RACV

Founded in 1903, RACV exists to improve the lives of Victorians by delivering valued benefits to members and their communities. RACV addresses the needs of Victorians by informing, advising and representing them through products and services spanning motoring, mobility, leisure, travel, insurance and the home. RACV seeks to help shape a smarter, safer and more connected future for Victoria.

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