

NDIR Submission from William Manuel

Sir,

Our family business, Nandos-St Lucia, located near the Univ. of Qld. was completely destroyed by the floods in Jan. 2011. I contacted my insurance company, who declined my claim on the grounds that my policy did not cover water damage caused by riverine flooding.

After a mammoth struggle, we have managed to re-start the business on 21/04/2011.

As I did not wish to be caught out again, I contacted every single insurance company, in Australia, to see whether I could secure flood insurance. The standard response I received was that as Brisbane is a flood plain, they were not prepared to offer flood insurance to a commercial property.

Finally, my broker obtained flood insurance cover with Zurich and stated that they were the only ones who would offer this cover. I accepted and paid the annual premium, in full.

On receiving the insurance docs. I discovered that there was an error in the risk location address. Instead of printing Shop 1/191; Sir Fred Schonell Drive St Lucia - Qld-4067, they had typed in 1/167; Sir Fred Schonell Drive St Lucia-Qld-4067.

When my broker approached Zurich to get the address changed, the insurance company refused flood cover, on the grounds that this location had been flooded.

Hence, I find myself in the dilemma of being unable to procure flood insurance.

Can your esteemed review panel assist me in this matter?

Regards,

William Manuel