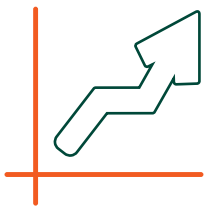


# CLAIMS UPDATE



This is how we've helped our clients in 2023.



253

Claims Lodged



251

Claims Finalised



\$2,994,348

Claims Paid



38

Home Claims  
Average Cost \$9,230



60

Vehicle Accidents  
Average Cost \$6,115



26

Water Damage &  
Storm Claims  
Average Cost \$21,856

Motor vehicle repairs are taking many weeks before work can start.  
Do you need Hire car cover on your policy?

PHONE: **08 8272 7785**

WEB: **cityrural.au**

**CITY RURAL INSURANCE BROKERS PTY LTD**

200 Greenhill Road, Eastwood, SA 5063 | PO Box 7138 Hutt St Adelaide SA 5000  
Email: [reception@cityrural.au](mailto:reception@cityrural.au) | AFSL: 237491 | ABN: 52 074 444 296

**Steadfast**  
THE STRENGTH YOU NEED

# OUR CLAIMS SERVICE



We take great pride in professionally supporting our clients in their time of need. We act as your advocate to negotiate and obtain the best possible outcome in the event of a claim and will guide you through the claims process.

## The key elements to our claims service include:

 Assisting you prior to and during lodgement and throughout the claim.	 Providing you with advice during the claim so you know the process.	 We have access to service providers that can also assist with your claim.
 Negotiating an outcome that you are happy with and understand.	 Chasing the insurers on your behalf to have claims paid in a timely manner.	 We leverage the support of the Steadfast Network to help negotiate if the going gets tough.

As your Insurance Broker, **we work for you**, not the Insurer.  
Please contact us with any claim questions.

PHONE: **08 8272 7785**

WEB: **cityrural.au**

CITY RURAL INSURANCE BROKERS PTY LTD

200 Greenhill Road, Eastwood, SA 5063 | PO Box 7138 Hutt St Adelaide SA 5000  
Email: [reception@cityrural.au](mailto:reception@cityrural.au) | AFSL: 237491 | ABN: 52 074 444 296

