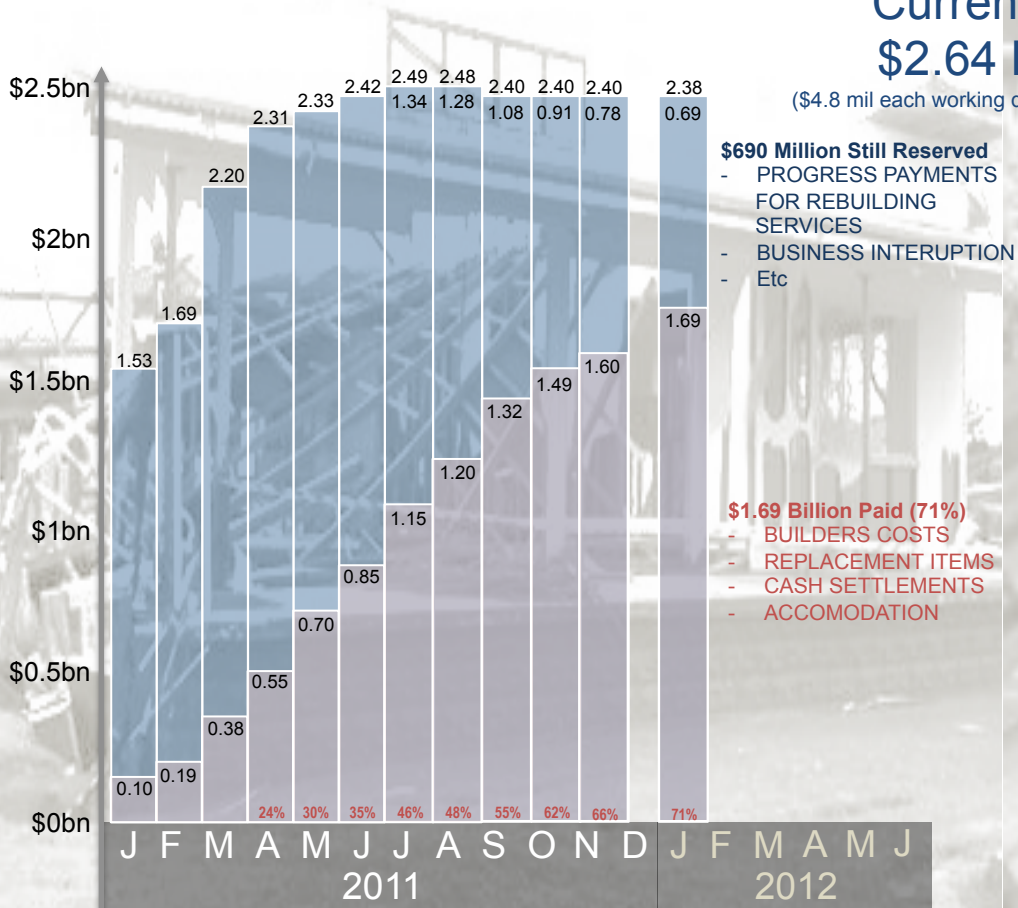


**GENERAL INSURANCE
CLAIMS RESPONSE**

**2010/11 QLD
FLOODS AND CYCLONE**

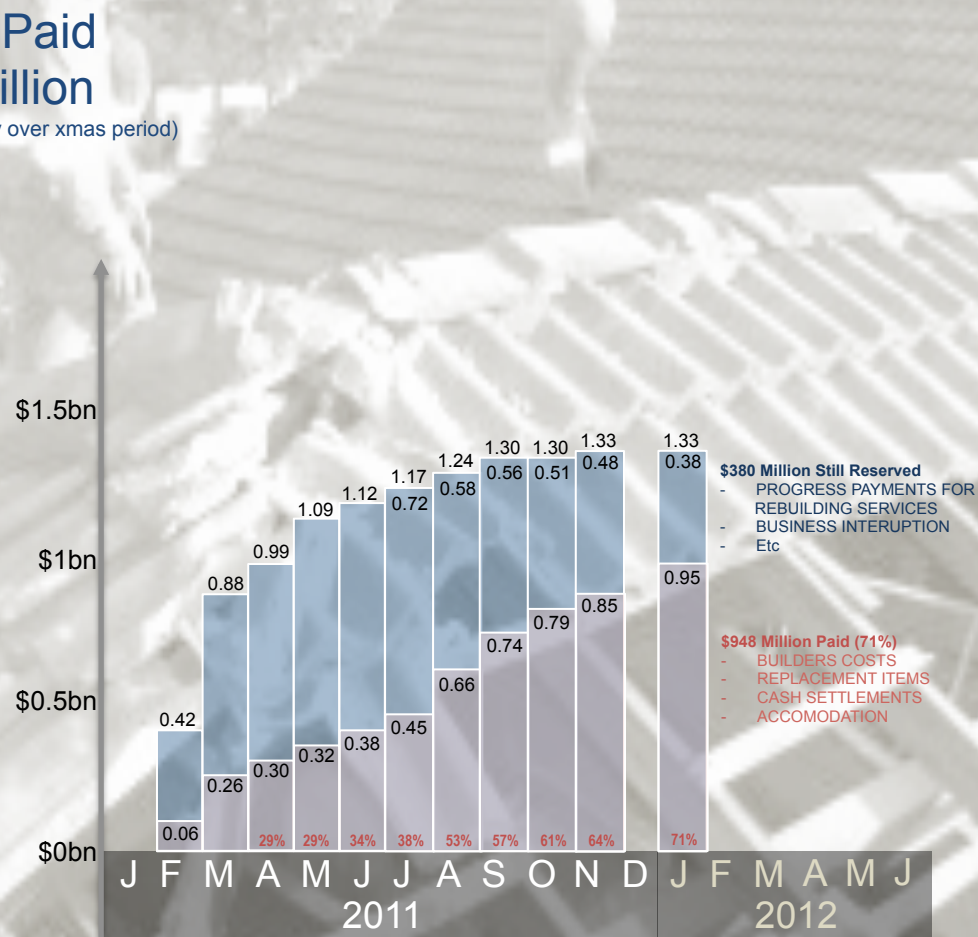
UPDATE 25 JANUARY 2012

RESERVED AND PAID VALUE
QUEENSLAND FLOODS



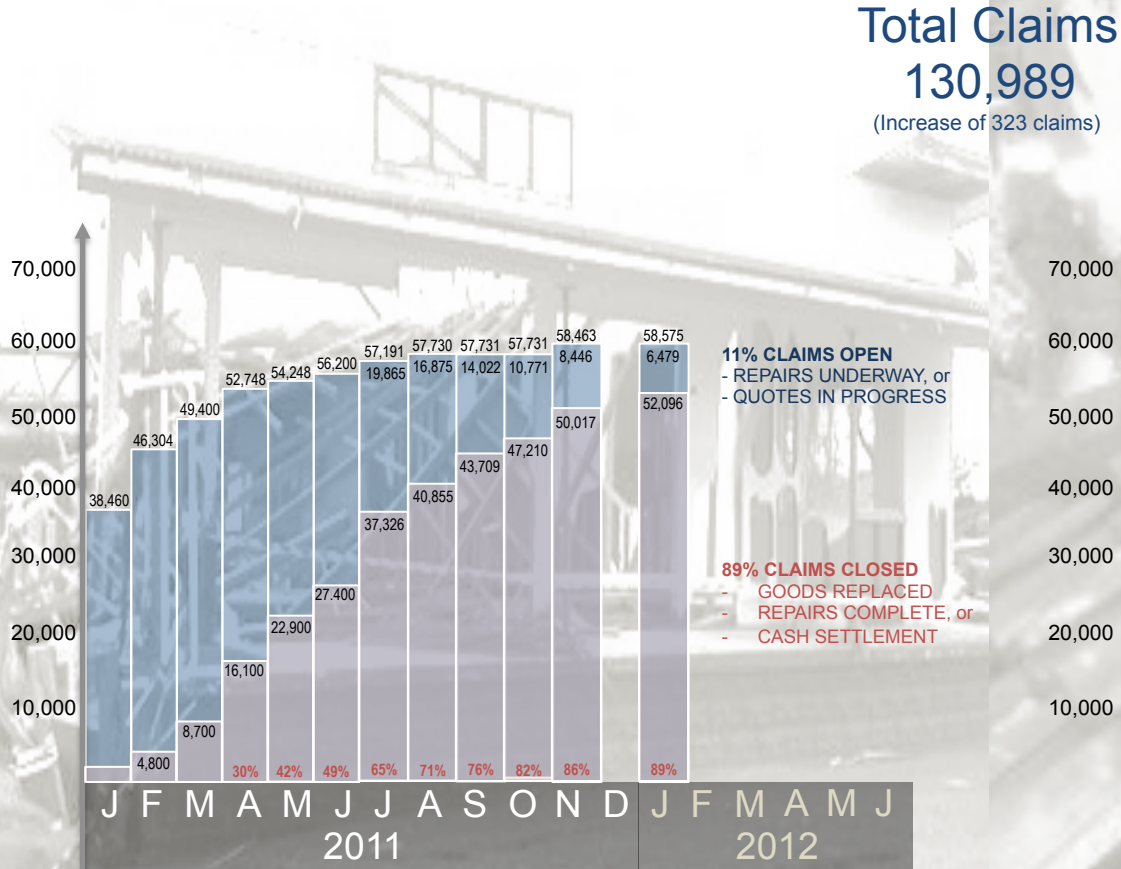
\$2.38 Billion

RESERVED AND PAID VALUE
CYCLONE YASI



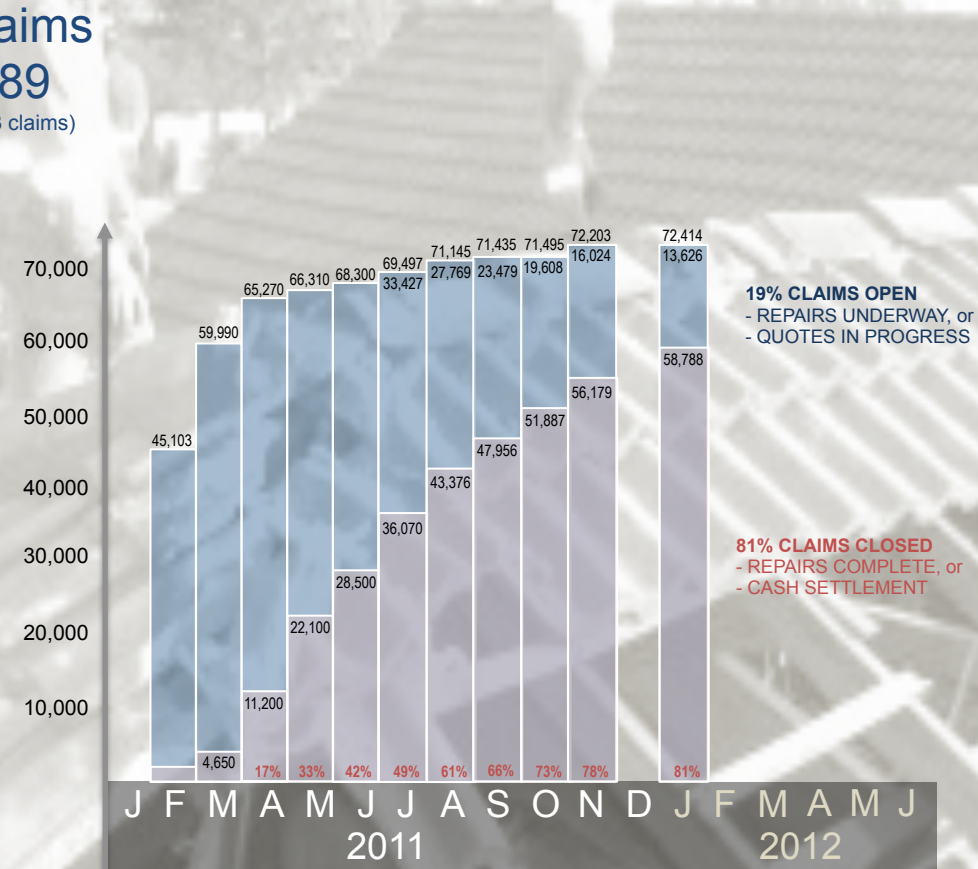
\$1.33 Billion

**CLAIMS – ALL CLASSES
QUEENSLAND FLOODS**



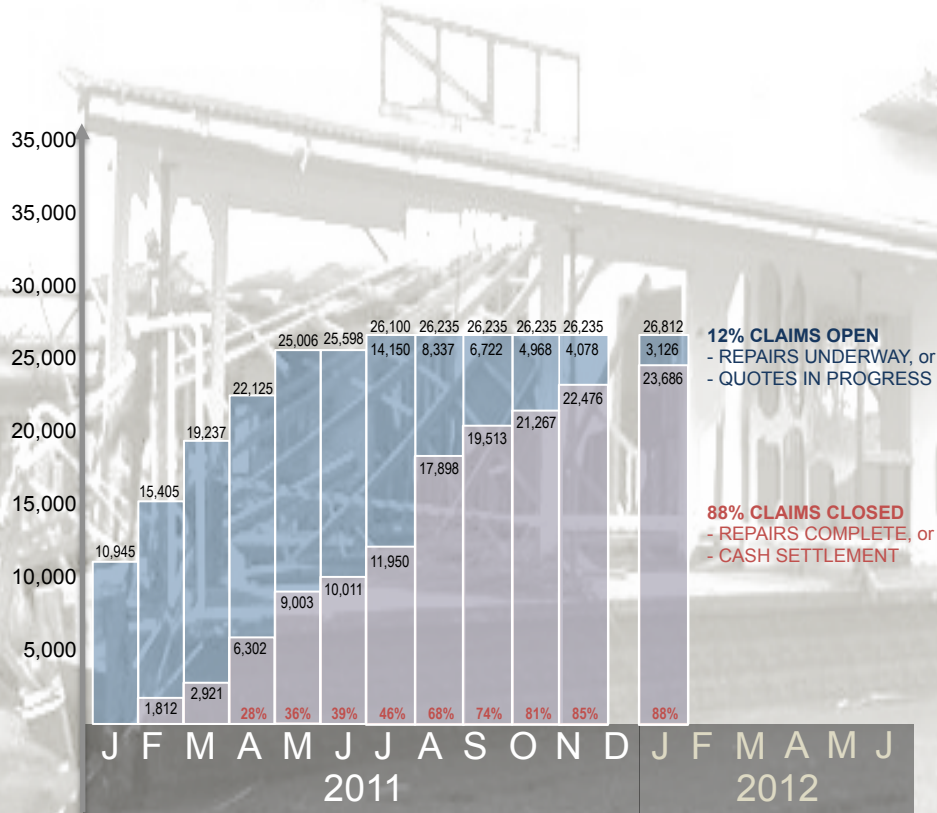
58,575 Claims

**CLAIMS – ALL CLASSES
CYCLONE YASI**

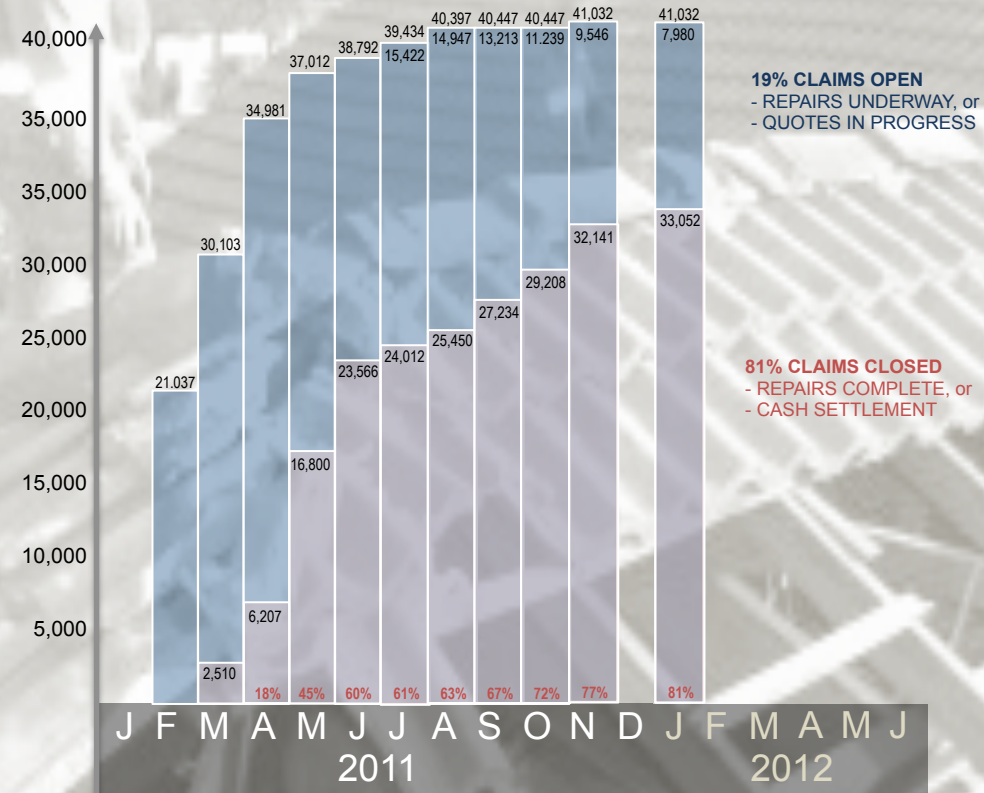


72,414 Claims

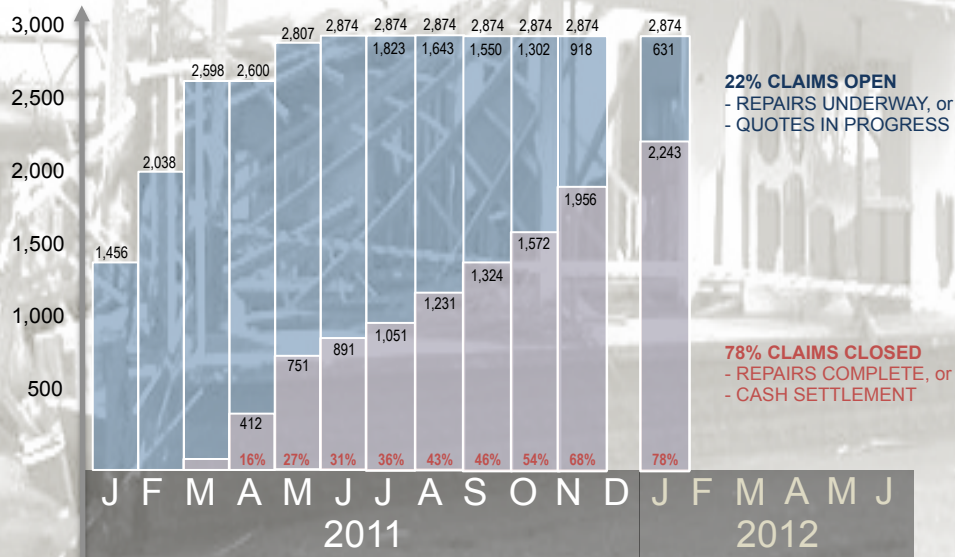
CLAIMS – RESIDENTIAL PROPERTY QUEENSLAND FLOODS



CLAIMS – RESIDENTIAL PROPERTY CYCLONE YASI

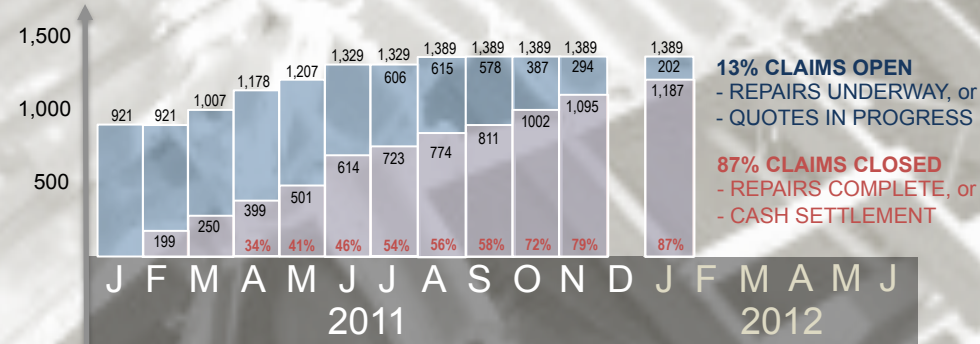


CATEGORY A PROPERTY QLD FLOODS



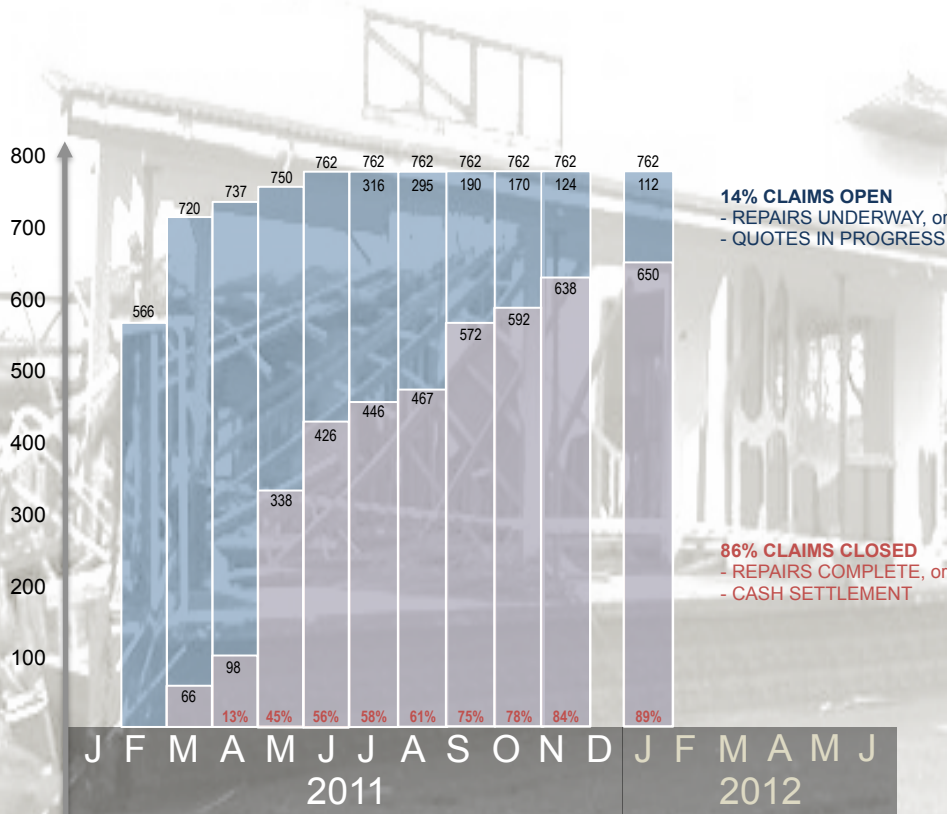
Category A properties are properties that are unlivable until repaired.

CATEGORY B PROPERTY QLD FLOODS



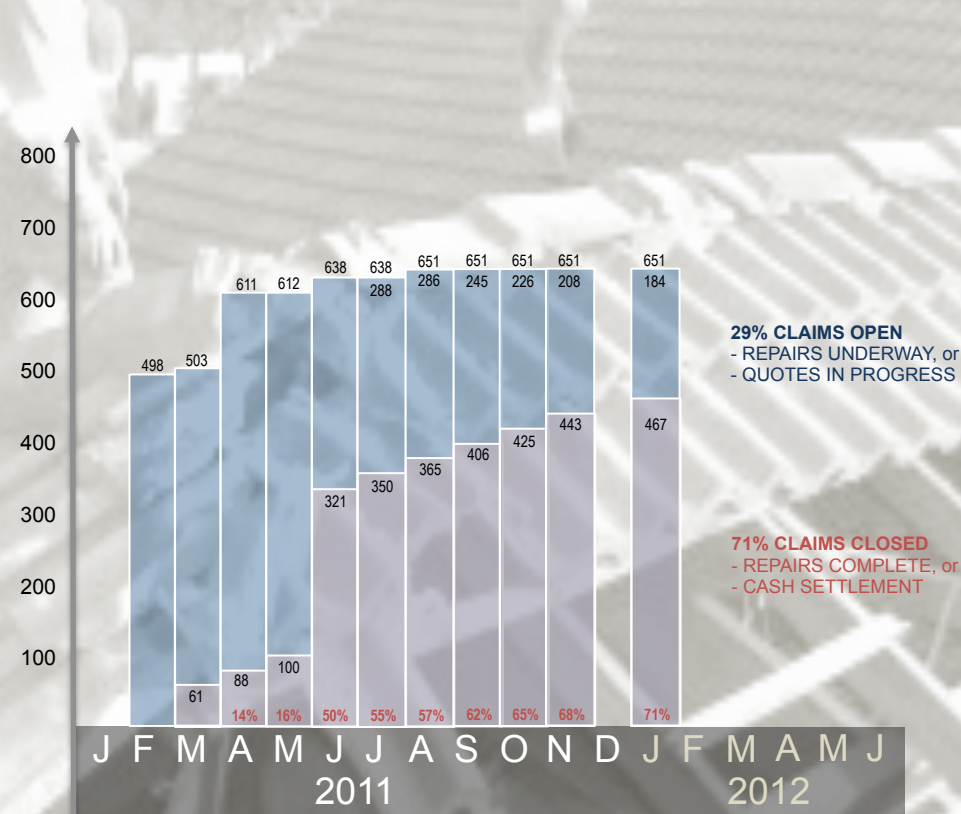
Category B properties are properties that are presently livable but will potentially require residents to vacate during repairs.

**CATEGORY A PROPERTY
CYCLONE YASI**



Category A properties are properties that are unlivable until repaired.

**CATEGORY B PROPERTY
CYCLONE YASI**



Category B properties are properties that are presently livable but will potentially require residents to vacate during repairs.