



## Information for cyclone-impacted customers

# Connecting you with the insurance support you need

**Because we're out here too, Farmlands and FMG are working together to get your Cyclone Gabrielle insurance claim sorted quickly and easily.**

Here is some important information about the insurance services and support that are available to you as an FMG and Farmlands customer.

### Tips to get your FMG claim going.

Raising an insurance claim is an important early step in getting the recovery and any rebuilding on your property underway. Farmlands and FMG have been working closely together to make this process as easy as possible for you. The FMG claims department is ready to ensure that you get the best possible advice, service and support.

FMG have provided us with some useful information to get you ready to raise a claim:

**Take plenty of photos.** Whether it's to document property damage, any emergency repairs you've had done (these should be taken before and after work is done), or to show perishable food or damaged items you need to throw out – photos help your insurer better understand your needs and claim.

**Keep your receipts and invoices.** If you need to make emergency repairs to any domestic or farm buildings, you should keep any receipts or invoices for work carried out.

**Please be patient.** Insurers know this is a stressful time and they are moving as quickly as they can to help customers but, given the scale of the Cyclone damage, this will take time.

More information can be found at:  
[www.fmg.co.nz](http://www.fmg.co.nz)

### Farmlands can help with your claim.

We're partnering with FMG to get your insurance claim processed quickly and simply.

**Farmlands has the supplies you need.** Our team has been working in the Cyclone impacted regions to make sure we have all the essential rural supplies available that you will need.

**Farmlands is FMG's preferred supplier for your claims.** This means that FMG can sort your replacement of rural supplies directly with Farmlands once a claim is settled – making the process easier and ensuring you get the products you need quickly.

**The Farmlands Team is here to help.** Your local Farmlands team can meet with you on-farm, in-store, on a video call or over the phone to provide information or advice at any time.

### Government support for interim repairs.

Don't forget, there's also Government support available for immediate repairs – with \$25 million committed to help impacted farmers and growers get back on their feet as quickly as possible.

- Grants of up to \$10k are available to pastoral and arable farmer/growers to help the initial recovery, such as repairs to water and infrastructure.
- Grants of up to \$2k per hectare (max of \$40k) are available to growers for silt removal from trees, vines and support the clean-up and other time sensitive work.

Information about these grants and how to apply is available at: [www.mpi.govt.nz/cyclonerecovery](http://www.mpi.govt.nz/cyclonerecovery)

Talk to your local TFO if you've got any questions or pop into your local Farmlands store. Farmlands is here to help.

**For more information, check out the Cyclone Gabrielle advice hub on our website.**