

January 10, 2013

ICA announces community forum for Tasmanian bushfire policyholders

The Insurance Council of Australia (ICA) today announced a community insurance briefing for local policyholders affected by the Tasmanian bushfires.

The briefing will take place on Monday, January 21 from 3pm to 5pm, at the Dunalley Hotel.

It will cover aspects of the recovery process for insured property owners, including claims management, claims assessment and dispute resolution.

The forum will be attended by the ICA, and several insurance companies, plus representatives from the Financial Ombudsman Service (FOS) and Legal Aid.

“The forum will give people the opportunity to speak to insurance experts about the recent fires and about the recovery process,” ICA CEO Rob Whelan said.

“There will also be an opportunity for policyholders to have one-to-one discussions with insurance experts to raise individual claims issues, which can then be escalated to relevant insurers as quickly as possible.

“I encourage anyone who has lodged a claim following the fires and who has questions to attend.”

Registration for the event is essential. Policyholders who are interested in attending please visit: www.ica.com.au