

Tuesday March 19, 2019

Insurance forum for Townsville Catastrophe claims

The Insurance Council of Australia (ICA) will host its second policyholder forum in Townsville next Monday. The forum will provide claims guidance to both household and commercial insurance customers.

The forum will be held on Monday March 25, 6-9pm, seven weeks after the Catastrophe was declared by the ICA. The first forum held in late February, attracted 150 local policyholders.

Forum registration is essential, visit www.disasters.org.au or call 1800 734 621.

ICA CEO Rob Whelan said: "Insurers have received 25,778 claims to date, with losses estimated at \$1.04 billion. About 90 per cent of claims are for householders.

"Seven weeks after the monsoonal deluge, the initial devastating shock of loss for many Townsville residents has been replaced by the need to understand their next steps in the claim process. Policyholders may also wish to learn about claim dispute resolution.

Mr Whelan said insurance company representatives would attend the forum to talk to their customers, and assist with individual claims.

The forum is for policyholders who have lodged a claim. The forum is not a public meeting and the proceedings are not open to media. This preserves the privacy of the policyholders attending.

-ENDS-