

Thursday February 6, 2020

Statement on assertions made about household insurance and bushfire cover

Attributable to Campbell Fuller, Head of Communications and Media Relations:

The Insurance Council of Australia (ICA) is concerned that CHOICE's assertions may cause unnecessary and unjustified fear among householders who are already experiencing emotional, financial and physical stress following catastrophic bushfires.

Household policies are responding appropriately to claims relating to the bushfires.

No concerns about policy wording as suggested by CHOICE have been raised with the ICA.

The ICA notes CHOICE has not been able to provide any examples of detrimental consumer outcomes nor did it provide its findings to the ICA.

The ICA is also concerned that this ill-advised and poorly timed report may discourage property owners from deciding to be insured, and CHOICE should accept responsibility for those outcomes.

If any customer has a concern about policy wording they should contact their insurer.

-ENDS-