



# News release

Insurance Council  
of Australia

Tuesday 15 June 2021

## Insurers here to assist hailstorm affected customers with claims

The Insurance Council of Australia (ICA) and insurers will host one-on-one consultations in Springfield Lakes for local customers affected by last year's Halloween Hailstorm.

The consultation is an opportunity for customers to speak directly with members of their insurer's claims team about their individual scope of works and repair process specific to their property. The consultation is also an opportunity to understand the insurance recovery process.

What: Customer consultations with insurers or the ICA recovery team.

When: Thursday 17 June from 10am to 7pm

Address: Springlake Hotel, 1 Springfield Lakes Blvd, Springfield Lakes

How to book: Book online at [Catastrophe 204: Halloween Hailstorm - Insurance Council of Australia](#) or call 1800 734 621.

This is a COVID-safe event, registration is essential for customer consultations with insurers.

Quote attributable to Andrew Hall, CEO, Insurance Council of Australia:

The consultations are an opportunity for insurers and the ICA to speak directly to customers about their personal circumstances and claim progress.

Insurers can assist homeowners impacted by the Halloween Hailstorm who would like a better understanding of rebuilding timeframes and agreement of scopes of work.

The insurance industry knows the ongoing impact the Halloween Hailstorms have had on the Ipswich region. These consultations will help insurers and customers understand what's needed to complete repairs and finalise claims.

Insurers have received more than 42,000 claims to date, with more than 2,000 claims lodged in the past eight weeks. The current estimated loss is at \$980 million.