



News release

Insurance Council
of Australia

Tuesday, 15 March 2022

Insurers to provide Seroja claims assistance

The Insurance Council of Australia (ICA) and insurers will visit TC Seroja impacted communities next week to meet with policyholders requiring assistance with their claims.

Claims managers and assessors will travel to towns where the recovery is continuing.

One-on-one consultations will be held at local venues and will follow Covid-19-safe protocols in Kalbarri, Northampton, Morawa and Mingenew.

- Tuesday 22 March – 9:00am to 12:00pm – Kalbarri
- Tuesday 22 March – 2:00pm to 5:00pm – Northampton
- Wednesday 23 March – 9:00am to 12:00pm – Morawa
- Wednesday 23 March – 2:00pm to 5:00pm – Mingenew

Registration is essential. Go to insurancecouncil.com.au/CycloneSeroja to book an appointment with an insurer or the Insurance Council of Australia.

Policyholders unhappy with their insurance claims experience can lodge a complaint using a dedicated internal dispute resolution process with their insurer internal dispute resolution (IDR) process.

If on completion of the IDR process the policyholder is not satisfied with the insurer's decision, the policyholder can use the free external dispute resolution process through the Australian Financial Complaints Authority (AFCA) on 1800 931 678 or afca.org.au.

As of 22 February 2022, there has been 9,273 claims lodged for damage from TC Seroja, with 99.44 per cent accepted and 83.75 per cent of 6,394 personal claims closed. The current estimated loss value is \$346.7 million.