



News release

Insurance Council
of Australia

Monday, 21 March 2022

Insurers to meet virtually with storm affected Gippsland and Yarra Ranges locals

The Insurance Council of Australia (ICA) will host virtual one-on-one consultations for Gippsland and Yarra Ranges policyholders affected by the June 2021 severe weather event. The virtual video or phone consultations can be booked with ICA representatives or insurers and will take place on Thursday 31 March 2022 from 9am – 8pm AEDT.

The virtual consultations will give policyholders the opportunity to discuss the progress of their claims or ask questions they have about the claims process.

Registration is essential.

Go to insurancecouncil.com.au/VicStormsJune21 to book a 30-minute virtual consultation 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 (IDR) process with their insurer.

If on completion of the IDR process the policyholder is not satisfied with the insurer's decision, the policyholder may use the free and independent 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 have been almost 33,000 claims lodged for damage from the June 2021 storms and flood, with losses estimated at \$292 million.