



News release

Insurance Council
of Australia

Tuesday, 29 March 2022

Insurance Council monitoring severe weather warnings

The Insurance Council of Australia (ICA) is closely monitoring the severe weather and flood warnings currently in place across south-east Queensland and New South Wales.

The ICA understands at least 14 recovery centres, including Lismore and Mullumbimby, have closed in the past 24-hours to ensure the safety of staff and community members.

Insurance assessors who have been on the ground for the past month are following direction from emergency services and will be standing by to move back into flood-impacted communities once it is safe to do so.

If your property has been impacted, please contact your insurer as soon as possible to commence the claims process.

The ICA would like to assure the community that the industry will continue to work with governments to understand impacts on the community and ensure affected residents receive assistance.

As of Friday (March 25) insurers have received in excess of 165,000 claims related to flood in south-east Queensland and New South Wales since February 21, 2022.

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

This is the last thing communities in south-east Queensland and NSW need, and we understand the stress for homeowners and businesses from yet another flood event.

Insurers' first priority is community safety, and we strongly encourage all those impacted to put their safety first.

We have been on the ground over the past month and will continue to be available under the direction of emergency services.