



# News release

Insurance Council  
of Australia

Friday, 6 May 2022

## Insurers host online townhall for flood-impacted communities

Community members and policyholders affected in the recent floods across Queensland and New South Wales are invited to join industry professionals in an online townhall event on Thursday 12 May.

Hosted by the Insurance Council of Australia (ICA), which represents all the major general insurers in Australia, this virtual townhall will provide policyholders with up-to-date information on the claims process, complaints avenues and other useful information to assist policyholders.

There will be presentations from the Australian Financial Complaints Association and Legal Aid, followed by a virtual Q&A where community members can ask questions.

The Insurance Council will next week announce dates and locations for in-person community forums to be held throughout northern New South Wales.

Bookings are essential. To book go [insurancecouncil.com.au/onlinetownhall](https://insurancecouncil.com.au/onlinetownhall)

The cost of this year's floods across south-east Queensland and northern New South Wales is estimated to be \$3.346 billion, making it Australia's costliest flood ever.

Quote attributable to ICA CEO Andrew Hall:

These online events are important for communities and individual policyholders to understanding the ins and outs of the claims process.

We understand that there are sometimes delays and the industry is working through the current challenges.

We hope this online event will provide policyholders with a clear picture as to the processes in place to support those affected as soon as possible.