



News release

Insurance Council
of Australia

Monday, 9 May 2022

Insurers engage with flood-impacted communities

The Insurance Council of Australia (ICA) which represents Australia's general insurance sector will embark on a two-week community roadshow for policyholders affected by the recent flooding in the Northern Rivers region of New South Wales.

Starting on Monday 23 May, the in-person forums will aim to provide policyholders with detail on the claims process, complaints avenues and other useful information to assist with the claims process.

Each session will include a presentation and opportunity for policyholders to raise concerns or ask general questions in a public forum.

This will be followed by break-out sessions where community members can speak with insurance company representatives present at each forum.

The community roadshows will be held at the following locations:

Murwillumbah: Monday 23 May, from 5:30pm for 6pm start, Murwillumbah Services Club

Mullumbimby: Tuesday 24 May, from 5:30pm for 6pm start, Mullumbimby Ex-Service Club

Lismore: Wednesday 25 May, from 5:30pm for 6pm start, Southern Cross University Lismore campus auditorium

Grafton: Tuesday 31 May, from 5:30pm for 6pm start, Grafton District Services Club

Casino: Wednesday 1 June, from 5:30pm for 6pm start, Casino RSM Club

Lennox Heads: Thursday 2 June, from 5:30pm for 6pm start, Lennox Heads Cultural Centre auditorium

Bookings are essential. To book go to insurancecouncil.com.au/NorthernRiversFloods.

The community roadshow will follow a virtual event to be held this Thursday 12 May. Bookings for the virtual townhall can be made at 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:

Many people affected in the Northern Rivers region in New South Wales are seeking an understanding of their insurance policy and how it responds to this severe weather event, as well as the next steps in the recovery process.

We want to make this process as simple as possible for the policyholders impacted in this region, which is why our team will be on the ground to listen to community concerns and offer advice.