



News release

Insurance Council
of Australia

Tuesday, 17 May 2022

Northern Rivers community insurance forums start next week

The Insurance Council of Australia (ICA) will next week host three community forums in Murwillumbah, Mullumbimby and Lismore for policyholders affected by the recent flooding in the Northern Rivers region of New South Wales.

The in-person forums, starting on Monday 23 May, will 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

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

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 Andrew Hall, CEO, Insurance Council of Australia:

The Insurance Council and insurers look forward to meeting with policyholders impacted by the recent extreme weather event in the Northern Rivers.

The community forums and one-on-one consultations are an opportunity to gain a better understanding of the claims process and to have any questions answered.