



News release

Insurance Council
of Australia

Monday 30 May 2022

Insurers to engage with Queenslanders impacted by floods

The Insurance Council of Australia (ICA) will next month embark on a community roadshow for Queensland insurance customers impacted by the February and March floods.

Starting on Monday 13 June, the in-person forums 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 Queensland roadshow follows two-weeks spent with policyholders affected by the recent flooding in the Northern Rivers region of New South Wales.

The upcoming Queensland community roadshows will be held at the following locations:

Gympie: Monday 13 June, from 5:30pm for 6pm start, Gympie Regional Council

Maryborough: Tuesday 14 June, from 5:30pm for 6pm start, Maryborough Services & Citizens Memorial Club

Brisbane North: Wednesday 15 June, from 5:30pm for 6pm start, Bracken Ridge Tavern

Brisbane South: Thursday 16 June, from 5:30pm for 6pm start, Forest Lake Tavern

Ipswich: Monday 20 June, from 5:30pm for 6pm start, North Ipswich Reserve Corporate Centre

Gatton: Tuesday 21 June, from 5:30pm for 6pm start, Lockyer Valley Cultural Centre

Beenleigh: Wednesday 22 June, from 5:30pm for 6pm start, Beenleigh Events Centre

Chinderah: Thursday 23 June, from 5:30pm for 6pm start Kingscliff Beach Bowls Club

Caboolture: Monday 27 June, from 5:30pm for 6pm start, Sports Central

Bookings are essential. To book go to insurancecouncil.com.au/Floods2022

Quote attributable to ICA CEO Andrew Hall:

The Insurance Council and insurers are eager to hit the road in Queensland and meet with policy holders impacted by the flooding earlier this year.

The extreme weather throughout the South-East of the State has been relentless and we know that many are feeling overwhelmed, especially given other factors such as a delay in building supplies and contractors.