



News release

Insurance Council
of Australia

Friday, 8 July 2022

Sydney extreme rain and flood insurance update

The Insurance Council of Australia (ICA) earlier this week declared a significant event for the July 2022 extreme rain and flooding event that has impacted large parts of Sydney, the Hunter and mid-north coast.

The ICA activated a range of processes and data collection activities to assist with the assessment of the insurance impact of this extreme rain and flood event.

Insurers have received 8,415 claims (84 per cent property, 14 per cent motor and two per cent commercial), with an estimated insurance loss of \$97.9 million.

The ICA encourages policyholders who have sustained damage to property, businesses, or vehicles to contact their insurer as soon as possible to start the claim process, even if the full extent of the damage is not yet clear.

Safety is the priority as people return to their properties.

- Only return to your property when emergency services give the go ahead.
- Don't do anything that puts anyone at risk.
- If water has entered the property, don't turn on the electricity until it has been inspected by an electrician.
- Contact your insurance company as soon as possible to lodge a claim and seek guidance on the claims process.
- Property owners who have sustained roof damage should advise their insurer, your insurer will arrange emergency works to minimise any hazards and prevent further damage. This can include isolating damaged solar panels or electrical circuits and installing a roof tarp.
- Don't worry if you can't find your insurance papers – insurers have electronic records and need only your name and address.

What to do if your property has been impacted by flooding and storms:

- Start the cleanup but first take photos or video of damage to the property and possessions to support a claim.
- Keep samples of materials and fabrics to show the insurance assessor.
- Remove water damaged goods from the property that might pose a health risk, such as saturated carpets and soft furnishings, take photos to support a claim.
- Make a list of each item damaged and include a detailed description, such as brand, model, and serial number if possible.
- Store damaged or destroyed items somewhere safe where they do not pose a health risk.
- Speak to your insurer before you attempt or authorise any building work, including emergency repairs, and ask for the insurer's permission in writing. Unauthorised work may not be covered by your policy.
- Do not throw away goods that could be salvaged or repaired.