



News release

Insurance Council
of Australia

Monday, 8 August 2022

Dandenong and Yarra Ranges in-person insurer meetings

The Insurance Council of Australia (ICA) and insurers will be in Montrose on Wednesday 17 August 2022 for in-person meetings with customers affected by last year's severe storm event.

The in-person meetings provide customers with the opportunity to discuss the progress of their claim, and to work through any outstanding issues with their insurer.

A representative from Eastern Community Legal Centre and the Australian Financial Complaints Authority (AFCA) will also be available for consultation.

The in-person meetings will be held between midday and 8pm at Montrose Town Centre, Community Room 935, Mt Dandenong Tourist Rd, Montrose.

Appointments are essential. To book go to insurancecouncil.com.au/YarraRangesConsultations.

The claims cost for last July's severe storm event is \$310.4 million with more than 93.4 per cent of the 34,300 claims lodged now closed.

Quote attributable to Andrew Hall, CEO, ICA:

The ICA and insurers will be in Montrose to help customers impacted by last year's destructive extreme weather finalise their claims.

In-person meetings are an opportunity for customers to talk to their insurer about the specific details of their claim and the insurance process.