



# News release

Insurance Council  
of Australia

Monday, 29 August 2022

## Insurers to visit flood-impacted communities for in-person customer meetings

The Insurance Council of Australia (ICA) and insurers will be travelling to South-East Queensland and northern New South Wales flood-impacted communities during September for in-person meetings with customers affected by this year's floods and severe weather.

The in-person meetings are an opportunity for customers to discuss the progress of their claim, and to work through any sticking points or issues they may be experiencing with their insurer at a time that suits them.

In addition to the in-person meetings, virtual meetings will be held between 9am and 4pm from Monday 12 to Friday 16 September, customers are able to book a time that suits them to talk through their claim with the ICA or their insurer by phone or video.

The in-person meetings will be held from midday to 8pm on:

- Monday 5 September at Sandgate Townhall, Sandgate (Brisbane North)
- Tuesday 6 September at Lockyer Valley Cultural Centre, Gatton
- Monday 19 September at Ex-Services Club, Mullumbimby
- Tuesday 20 September at RSM Club, Casino
- Wednesday 21 September at Ballina RSL Club, Ballina
- Thursday 22 September at Lismore Workers Club, Lismore

Appointments are essential for both the in-person and virtual meetings. To book go to [insurancecouncil.com.au/bookings](https://insurancecouncil.com.au/bookings)

The cost of this year's floods across South-East Queensland and northern New South Wales is \$5.28 billion, making it Australia's second costliest natural disaster ever. Insurers have received around 233,100 claims across both states.

Quote attributable to ICA CEO Andrew Hall:

It is six months on from the severe weather that impacted so many people's lives in South-East Queensland and northern NSW.

The ICA and insurers will be travelling to some of the most impacted communities to talk to customers face to face, providing an opportunity to discuss the specific details of claims and the claims process.

I know many customers welcomed the opportunity in May to meet with us and insurers when we travelled around South-East Queensland and northern NSW for in-person consultations.

Customers value the opportunity to clarify different parts of the insurance process, talk timelines and receive updates about their own claim directly from their insurer.