



News release

Insurance Council
of Australia

Thursday, 10 November 2022

Insurers to visit flood-impacted northern NSW and Brisbane communities for in-person customer meetings

The Insurance Council of Australia (ICA) and insurers will be available in parts of Brisbane and northern New South Wales in late November to meet flood-impacted customers who may need assistance with their insurance claims.

Insurers continue to manage and close claims, with more than 62 percent of the more than 236,400 claims now finalised from the severe weather and flood of earlier this year.

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

Customer meetings will be held from midday to 8pm on:

- Wednesday 23 November at Moorooka Community Centre, Moorooka
- Thursday 24 November at Sandgate Townhall, Sandgate
- Monday 28 November at Woodburn Memorial Hall, Woodburn
- Tuesday 29 November at Lismore Workers Sports Club, Goonellabah
- Wednesday 30 November at Ballina RSL Club, Ballina

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

The cost of this year's floods across south-east Queensland and northern New South Wales is \$5.56 billion, making it Australia's equal most costly natural disaster ever.

Quote attributable to ICA CEO Andrew Hall:

It's nine months since heavy rainfall and swollen rivers led to destructive flooding across South-East Queensland and northern New South Wales.

The ICA and insurers will be available in coming weeks to meet with customers in Brisbane and northern New South Wales, providing an opportunity to discuss the specific details of their claims and next steps.

We know many customers attended the consultations held in May and September to meet with ICA representatives and their insurer.

While insurers are always available by phone or web channels we understand that many people prefer to discuss their claims in-person, so we are ensuring there is another opportunity for this face-to-face interaction to occur.