



News release

Insurance Council
of Australia

Friday, 18 November 2022

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

The Insurance Council of Australia (ICA) and insurers will be in Moorooka and Sandgate next week to meet Brisbane customers who may need assistance with their flood-related insurance claims.

The in-person meetings are an 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

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. 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

Quote attributable to ICA CEO Andrew Hall:

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

Many customers attended similar in-person meetings held earlier this year, meeting with ICA representatives or their insurer.

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