



# News release

Insurance Council  
of Australia

Thursday, 24 November 2022

## Insurers to visit flood-impacted northern NSW communities next week for in-person customer meetings

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

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

- 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](https://insurancecouncil.com.au/bookings)

The insurance cost of this year's floods across south-east Queensland and northern New South Wales is more than \$5.56 billion, making it Australia's most costly natural disaster. Insurers continue to manage and close claims, with 62 percent of the more than 236,000 claims now finalised.

Quote attributable to ICA CEO Andrew Hall:

Many insurance customers attended in-person meetings and 'town halls' held around northern NSW earlier this year, meeting with ICA representatives or their insurer to discuss their claim situation.

I know many people prefer to discuss their claims in-person, so we are ensuring there is opportunity for this face-to-face interaction to occur.