



# News release

Insurance Council  
of Australia

Friday, 25 November 2022

## **Insurers to visit flood-impacted Echuca for a community meeting on frequently asked insurance questions**

The Insurance Council of Australia (ICA) will host a 'town hall' information evening on Wednesday 30 November at Echuca Workers from 5.00pm – 8.00pm for insurance customers impacted by the recent severe weather and floods in Echuca and surrounding areas.

The town hall style information session will provide policyholders with general information on the claims process, complaints avenues, and offer useful insurance-related information to assist with insurance claims and the recovery process.

Representatives from the ICA, Australian Financial Complaints Authority (AFCA), Arc Justice and insurers will be available to answer policyholder questions.

This information session will cover:

- Overview of the floods
- Claims process and next steps
- Support available
- Insurance terminology
- Frequently asked questions
- Q&A from the audience

Capacity is limited so registration is essential. To book go to [insurancecouncil.com.au/EchucaBookings](https://insurancecouncil.com.au/EchucaBookings)

Quote attributable to ICA CEO Andrew Hall:

The ICA and insurers understand the recent trauma the community has experienced with the flood and encourages local policyholders impacted by the devastating event to come to this ICA hosted event to hear invaluable information that will help people with their claims and the insurance process.

We understand it is difficult for some to attend, and so the ICA has produced an online [Virtual townhall](#) which provides general advice and helpful tips to navigate the clean-up, recovery and claims process.