



News release

Insurance Council
of Australia

Tuesday, 6 December 2022

Insurers to visit Eugowra and Forbes for community and customer meetings

The Insurance Council of Australia (ICA) and insurers will be in Eugowra and Forbes next week to assist flood-impacted communities with their insurance claims.

More than 4280 claims have been lodged for flood damage in the region: 2880 property claims and 880 motor vehicle claims.

The ICA and insurers will host a community information session and in-person customer meetings.

The community information session is an opportunity for impacted central west NSW customers to learn about the insurance claim process, the in-person meetings offer the opportunity to discuss their individual claims with insurance company representatives.

Appointments are essential for the community information sessions and the in-person customer meetings with insurers.

To book an in-person meeting with your insurer go to www.insurancecouncil.com.au/Bookings

To register for a community information session go to www.insurancecouncil.com.au/InfoSessions

Eugowra

- Monday 12 December 10 am – 4 pm - In-person customer meetings with insurers.
- Monday 12 December 5 pm – 8 pm - Community information session.

Venue - Eugowra Bowls & Recreation Club, 5 Hill Street Eugowra

Forbes

- Tuesday 13 December 10 am – 4 pm - In-person customer meetings with insurers.
- Tuesday 13 December 5 pm – 8 pm - Community information session.

Venue - Forbes Town Hall, Harold Street Forbes

Quote attributable to ICA CEO Andrew Hall:

The floods that have impacted the Central West of New South Wales have been particularly devastating for residents of Eugowra and Forbes.

So often it's just easier to talk to someone in person which is why the Insurance Council and insurers have been on the ground since these floods in recovery centres, and next week will continue facilitating face-to-face customer engagement.

These community information events will provide an overview of the claims process as well as how to lodge a complaint.

The in-person meetings with insurers provide the opportunity to go through a claim in detail, and experience has shown this has enabled claims to be processed more quickly and for complex matters to be clarified.