



News release

Insurance Council
of Australia

Monday, 9 January 2023

Insurers to revisit Rochester for info session and consultations

The Insurance Council of Australia (ICA) will host a second community information session on Wednesday 18 January at the 4 R's (Rochester Lawn Tennis Club) from 5pm for local insurance customers impacted by last October's severe weather and flood in and around Rochester.

The session will provide policyholders with general information on all aspects of the claim process, including repair timelines, cash settlements, and the complaints process, and other information that may assist policyholders with their recovery process.

In addition to the information session, there will be an opportunity for personal consultations with insurers on a drop-in basis on Thursday 19 January between 10am and 6pm, also at the 4R's.

Community members can register at insurancecouncil.com.au/RochesterBookings

Quote attributable to acting ICA CEO Kylie Macfarlane:

We understand the devastating severe weather events and resulting damage that occurred last October is still very fresh and raw for the Rochester community.

The general information the ICA team will cover at the community information session is invaluable for insurance customers impacted by the flood and is designed to help all policyholders, but particularly those that have never made an insurance claim.

Insurers will join the ICA enabling customers to meet directly with their insurer to discuss their individual claims.

To date there have been more than 13255 claims lodged across Victoria from this event, with more than 8520 property claims and 1789 motor vehicle claims.