



# News release

Insurance Council  
of Australia

Monday, 6 February 2023

## Insurers revisit SEQ flood communities for in-person meetings

The Insurance Council of Australia (ICA) and insurers will hold in-person customer meetings at four locations in South-East Queensland in February in a continuing effort by the insurance industry to assist policyholders and finalise flood-related claims.

The one-year-on customer meetings are an opportunity for policyholders who lodged claims after last year's devastating severe weather to discuss any part of their claim with their insurer.

Insurers are always available by phone or web, however, many people prefer to discuss their claim in-person.

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

- Monday 20 February - **North Brisbane** at Geebung RSL (323 Newman Rd, Geebung)
- Tuesday 21 February - **Sunshine Coast** at Maroochydore RSL (105 Memorial Ave, Maroochydore)
- Wednesday 22 February - **South Brisbane** at Coorparoo RSL (45 Holdsworth St, Coorparoo)
- Thursday 23 February - **Caboolture** at Caboolture Sports Centre (Hasking St & Beerburum Rd Caboolture)

Appointments are essential. To book go to [insurancecouncil.com.au/bookings](https://insurancecouncil.com.au/bookings)

Northern NSW in-person customer meetings are scheduled for early March in four locations: Lismore, Mullumbimby, Casino and Ballina. Dates and locations will be released in coming days.

Quote attributable to ICA CEO Andrew Hall:

The estimated insurance cost of this event is \$5.7 billion, making it Australia's most costly natural disaster.

Insurers are assisting their customers by finalising assessments, repairs and rebuilds and completing claims, with 78 percent of the more than 239,000 claims now closed.

As the one-year anniversary approaches insurers are once again undertaking in-person consultations.

This will be the industry's fourth visit to some locations and each time the ICA and insurers return for these in-person meetings we help people navigate the claim process and their recovery.