



# News release

Insurance Council  
of Australia

Tuesday, 14 February 2023

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

The Insurance Council of Australia (ICA) and insurers will hold in-person customer meetings at four locations in northern NSW in March 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 6 March** at **Lismore** Workers Sports Club 202 Oliver Ave, Goonellabah
- **Tuesday 7 March** at **Mullumbimby** Golf Club 600 Coolamon Scenic Drv, Mullumbimby
- **Wednesday 8 March** at **Casino** RSM 162 Canterbury St, Casino
- **Thursday 9 March** at **Ballina** RSL 1 Grant St, Ballina

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

South-east Queensland customer meetings will commence in four locations on Monday 20 to 23 February at North Brisbane (Geebung), Sunshine Coast (Maroochydore), South Brisbane (Coorparoo) and Caboolture.

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 mark 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.