



News release

Insurance Council
of Australia

Tuesday, 7 March 2023

Insurers revisit NSW Central-West flood communities

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

The in-person customer meetings are part of a continuing effort by the insurance industry to assist policyholders with their flood-related claims.

These meetings are an opportunity for customers to discuss their individual claims with their insurer.

The Wednesday 22 March evening community information session in Parkes will provide an overview of the claim process and will include how to lodge a complaint.

Policyholders from surrounding areas are encouraged to attend the information session and book a consultation for individual claim assistance.

- **Eugowra** Bowls & Recreation Club, 5 Hill Street Eugowra
Tuesday 21 March 12pm – 8 pm in-person customer meetings with insurers.
- **Parkes** Services Club, 17 Short St Parkes
Wednesday 22 March 10 am – 4 pm in-person customer meetings with insurers.
Wednesday 22 March 5pm-8pm Community information session
- Club **Forbes**, Templar St Forbes
Thursday 23 March 12pm – 8pm in-person customer meetings with insurers

Appointments are recommended for the in-person customer meetings with insurers.

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

Quote attributable to ICA CEO Andrew Hall:

Insurers are always available by phone or online, however we know there's great value in holding community information sessions and in-person meetings in impacted communities.

We encourage policyholders who have flood-affected properties and would like assistance to meet with their insurer.

Since mid-November more than 13,000 claims at an estimated value of \$196 million have been lodged for flood damage in the region.

This includes 6552 home property claims, 4038 home contents claims and 763 motor vehicle claims.