



Insurance Council
of Australia

News release

Wednesday, 5 April 2023

Insurers in town for Rochester flood in-person consultations

Six months on from the October '22 flood, the Insurance Council of Australia (ICA) and insurers will hold a third round of in-person customer consultations the week after Easter.

The in-person customer consultations give flood-impacted locals from in and around Rochester the opportunity to discuss the progress of their claims with their insurer.

The ICA and Insurers will be at Rochester Shire Hall on Mackay Street on Tuesday 18 April and Wednesday 19 April from 12pm to 8pm.

Several insurers will hold extended consultations from Monday 17 to Thursday 19 April from 10am to 6pm.

To check appointment availability and to book go to insurancecouncil.com.au/Bookings

Quote attributable to acting ICA CEO Fiona Cameron:

The destructive severe flood and resulting damage that occurred late last year created chaos and disruption to the town of Rochester and the surrounding communities.

The ICA and insurers are heading back to Rochester for customer consultations, enabling customers to meet directly with their insurer to discuss all aspects of their claim.

To date there have been 12936 claims lodged across Victoria since October, with claims continuing to be lodged six months on. There have been 8393 property and 1585 motor vehicle claims lodged and an incurred loss value of \$551.6 million.