



# News release

Insurance Council  
of Australia

Monday, 1 May 2023

## Insurance information session for River Murray flood

The Insurance Council of Australia (ICA) and insurers will be in Adelaide for a community information session and in-person consultations for customers affected by the recent flood impacting River Murray communities.

The community session will provide insurance policyholders with general information including how the insurance claim management process works, understanding a scope of works, claim timeframes, complaint avenues, support available and useful tips to assist with the navigation of the claims and recovery process.

The community session includes a presentation by the ICA and Q&A session for customers to ask general questions in a public forum, followed by in-person meetings. These meetings give customers the opportunity to speak with their insurer directly about their individual claim.

The Adelaide location was chosen for several reasons:

- The majority of claims (80 per cent) lodged to date are for holiday homes
- There are a reduced number of people currently living in flood-impacted areas
- Property damage along the River Murray covers a very wide area with no obvious epicentre in which to base a local consultation
- There are few venues available to host a large function in impacted locations.

Customers located in regional areas unable to attend the event in Adelaide can register for a call back from their insurer using [www.insurancecouncil.com.au/AdelaideBookings](http://www.insurancecouncil.com.au/AdelaideBookings).

**Where:** U City, 43 Franklin Street, Adelaide

**When:** Monday 8 May - community information session runs 5.15pm to 6.30pm, insurer customer meetings will follow the information session until 8.00pm.

Registration via [www.insurancecouncil.com.au/AdelaideBookings](http://www.insurancecouncil.com.au/AdelaideBookings) link is essential as seating is limited.

Quote attributable to Andrew Hall, CEO, Insurance Council of Australia:

The Insurance Council and insurers look forward to assisting policyholders impacted by the recent River Murray flooding.

We are hoping that holding the community event at a central location in Adelaide's CBD means we can assist as many people as possible impacted by this protracted flood.

Based on our experiences and practice following other recent flooding events in the eastern states, we know that these events can provide a lot of valuable information and help customers move their claim process along faster.