



# News release

Insurance Council  
of Australia

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Monday 3 July 2023

## Insurance Council to host third flood forum at Rochester

The Insurance Council of Australia (ICA) will host in-person customer consultations at Rochester on Monday 24 July to Thursday 27 July, inviting community members from the Campaspe region to meet with their insurer.

The four-day forum will be the third time the Insurance Council and insurers have visited the region since the October 2022 floods.

### Event details:

**Where:** Rochester Shire Hall on Mackay Street

**When:** Monday 24 July to Thursday 27 July

**Time:** 10am to 6pm

**Booking:** To check appointment availability and to book go to [insurancecouncil.com.au/Bookings](https://insurancecouncil.com.au/Bookings)

New data from the Insurance Council shows the flood event resulted in more than 19,600 claims, costing \$663 million in insured losses.

Rochester was the worst impacted community, making up 10 per cent of the overall claims count but 30 per cent of overall claims costs (\$201 million).

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

These community consultations are an important part of the recovery process for communities as it gives insured customers the opportunity to meet face-to-face with their insurer and talk through their claim.

The Insurance Council and insurers are aware that a significant number of claims are complex and awaiting expert reports such as engineering and hydrology, which is causing some delays. For this reason, we are making it a priority to be present and available to customers.