



# News release

Insurance Council  
of Australia

Wednesday, 26 July 2023

## Insurers make third visit to flood-impacted towns in Central-West

The Insurance Council of Australia (ICA) and insurers will be Eugowra and Molong in August to assist flood-impacted communities with their insurance claims.

Since the flood that hit the region in November last year more than 14,250 claims totaling approximately \$222 million have been lodged, including 6,878 home property claims, 4,200 home contents claims and 798 motor vehicle claims.

Seventy-seven per cent of all claims from this flood event are now closed, which is above trend for closure rates of events of this type.

The consultations will be the third time the ICA and insurers have undertaken in-person engagement since the November floods.

The in-person customer meetings are an opportunity for customers to discuss their claim, and to work through any issues they may be experiencing with their insurer at a time that suits.

Policyholders from surrounding areas are also encouraged to book an appointment.

### Event details:

**Where:** Molong RSL, 22-24 Riddell Street, Molong

**When:** Wednesday 9 August

**Time:** 10am – 6pm

**Where:** Eugowra Bowls & Recreation Club, 5 Hill Street Eugowra

**When:** Thursday 10 August

**Time:** 10am – 6pm

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

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

The devastation left behind from the floods in Central-West of NSW in November last year continues to be felt.

Giving insurance customers in regional communities the opportunity to speak to their insurer in-person is vitally important to the recovery process, and insurers continue to visit the region as the recovery continues.

The Insurance Council will continue to advocate for greater investment in mitigation and resilience for these communities, including extending buy-back programs for homes that are at extreme risk of future flooding.