



News release

Insurance Council
of Australia

Thursday, 7 September 2023

Insurers make fifth visit to flood-impacted towns in Victoria

The Insurance Council of Australia (ICA) and insurers will be in Melbourne and towns across northern Victoria in September to assist communities impacted by last year's floods with their insurance claims.

It will be the fifth community consultation held in the region by the ICA and insurers since the October floods that devastated communities across three states. The ICA also held separate consultations in Echuca at the end of last year.

Since the flood event, more than 11,000 claims have been lodged in Victoria alone, totaling \$473 million. This includes around 5,600 home property claims, 2,500 home contents claims and 752 motor vehicle claims.

The flood impacted communities across New South Wales, Tasmania and Victoria, resulting in more than 33,000 claims and costing \$736 million in insured losses.

Close to 80 per cent of all claims from this flood event are now closed, which is on trend for closure rates for events of this type.

Event details:

	Tuesday 19 September 2023	Wednesday 20 September 2023	Thursday 21 September 2023	Friday 22 September 2023	Saturday 23 September 2023
Venue	Maidstone Community Centre	Sir Ian McLennan Centre	Moama RSL	Rochester Shire Hall	
Address	21 Yardley Street, Maidstone	Joyce Reid Drive, Mooroopna	56 Merool Road, Moama	43 Mackay Street, Rochester	
Time	10am to 6pm	12pm to 6pm	10am to 6pm	10am to 6pm	

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

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

We've seen first-hand the destruction and devastation of these floods and know that communities and businesses are still on the road to recovery.

These community consultations are an invaluable way to provide customers with on-the-ground and face-to-face opportunities to engage with their insurer on the issues that matter.

The Insurance Council of Australia will continue to fiercely advocate for continued investment in risk reduction and mitigation, to reduce the risk and impact of future flooding on families.