



News release

Insurance Council
of Australia

Monday, 23 October 2023

Insurers make second visit to Adelaide after River Murray Floods

The Insurance Council of Australia (ICA) and insurers will be in Adelaide on Tuesday, 31 October for in-person consultations with customers affected by last year's River Murray floods.

The consultations will give policyholders an opportunity to meet in-person with their insurer, as well as provide useful information on the claims process and complaints avenues.

It will be the second community consultation held by the ICA and insurers since last year's floods, which resulted in more than 2,500 claims totaling \$426 million.

Of those claims lodged, around 1,500 were home property claims, 760 home contents claims and 45 motor vehicle claims.

The ICA formally declared the River Murray flooding a Significant Event in September as part of its annual [Insurance Catastrophe Resilience Report](#).

Event details:

Time	Date	Venue	Address
12.00pm – 8.00pm	Tuesday, 31 October 2023	The Meeting Hall at Adelaide Town Hall	128 King William Street, Adelaide, SA, 5000

Policyholders from surrounding areas are encouraged to book an appointment. To check appointment availability and to book go to www.insurancecouncil.com.au/Bookings

Quotes attributable to Insurance Council of Australia CEO Andrew Hall:

It has been almost one year since these floods and insurers are continuing to work with their customers to complete outstanding claims.

If a policyholder is needing assistance working their claims, I encourage them to attend the consultation as they offer real value to impacted policyholders and are a safe and accessible forum to raise concerns directly with an insurer.