



News release

Insurance Council
of Australia

Wednesday, 1 November 2023

Insurers to visit Central West NSW as 90 per cent of claims closed

The Insurance Council of Australia (ICA) and insurers will be in Parkes, Eugowra and Molong in November to assist insurance customers with their claims following last year's floods

More than 90 per cent of all claims from the November 2022 flood event are now closed, with insurers actively working through the remaining claims.

This will be the fourth community consultation held in the region by the ICA and insurers since the floods that devastated the community almost one year ago, causing \$246 million worth of insured damage.

Since the flood, insurers have received close to 14,750 claims, including more than 7,000 home property claims, 4,350 home contents claims and 830 motor vehicle claims.

The in-person meetings are an opportunity for customers to discuss their claim directly with their insurer at a time that suits.

Event details:

	Tuesday, 7 November 2023	Wednesday, 8 November 2023	Thursday, 9 November 2023
Venue	Parkes Services Club	Molong RSL	Eugowra Community Bowls & Recreation Club
Address	9/17 Short St, Parkes	22-24 Riddell St, Molong	5 Hill St, Eugowra
Time	10.00am to 6.00pm	10.00am to 6.00pm	10.00am to 6.00pm

Policyholders from surrounding areas are also 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:

The severity of the floods in Central West New South Wales is evident in the scale of damage caused and the ongoing effects on impacted communities one year on.

The Insurance Council of Australia and insurers have been hosting regular community consultations in the region to assist those most vulnerable with their insurance claims.

We continue to organise community consultations because of the real value it offers impacted policyholders, which are safe and accessible forums to raise concerns directly with their insurer.

We know that the road to recovery isn't always easy, but this is a way for the industry to show up for their customers and the broader community.