



# News release

Insurance Council  
of Australia

Wednesday, 10 January 2024

## Insurers supporting customers in far north Queensland

The Insurance Council of Australia (ICA) and insurers will be in far north Queensland later this month to provide additional support for customers following Tropical Cyclone Jasper.

In-person consultations will be available in Port Douglas on Tuesday 23 January and in Cairns on Wednesday 24 January and include a community townhall and one-on-one meetings with insurers.

Since the storm and flood on 10 December 2023 insurers and the ICA have been in the area supporting customers directly and in attendance at recovery centres alongside government and other support agencies.

The insurer-run consultations and townhalls are part of the normal catastrophe declaration process and will give customers the opportunity to hear more about the claims process generally as well as speak with their insurer directly about their claim.

The consultations will take place at:

- Port Douglas Community Hall, 23 January
- Brothers Leagues Club Cairns, 24 January

Bookings will be available in coming days.

In the meantime, impacted policyholders can contact their insurer at any stage as they commence or continue their claims process.

To date, insurers have received more than 6,300 claims, including 72 per cent property claims, 17 per cent motor claims and nine per cent commercial claims.

As the recovery process continues and access to cut-off areas is restored, the ICA is reminding customers that they are not required to keep destroyed property, including wet carpet and furnishings, that may pose a health risk.

Instead, they should document the damage with photos and videos, note any identifying information, and keep material samples.

Quote attributable to ICA CEO Andrew Hall:

We know the damage from severe weather events extends well beyond the physical loss of property and assets, with the human and emotional impact often hitting hardest.

It is for this very reason the ICA and insurers are committed to being present and on the ground to support policyholders as they navigate this difficult time, with consultations and townhalls providing information and assistance directly to those impacted.

Insurers continue to work alongside local, State and Federal Government stakeholders and agencies to resolve any issues as soon they become known.