



News release

Insurance Council
of Australia

Friday, 19 January 2024

ICA and insurers host forums to support south east Queenslanders

The Insurance Council of Australia (ICA) will host community information forums and insurer consultations in three south-east Queensland communities impacted by the Christmas to New Year storms, later this month.

The forums and in-person consultations, to be held from 31 January to 2 February, will be held in Upper Coomera, Jimboomba and Tamborine Mountain, providing information and support for customers impacted by the storms.

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

Upper Coomera	Consultations: 12pm to 5pm Townhall: 6pm	Wednesday, 31 January
Jimboomba	Consultations: 12pm to 5pm Townhall: 6pm	Thursday, 1 February
Tamborine Mountain	Consultations: 12pm to 5pm Townhall: 6pm	Friday, 2 February

Representatives from various insurance companies will be present to answer questions and provide individual assistance.

Insurance customers can also seek advice from Legal Aid and the Australian Financial Complaints Authority (AFCA), who will also be present.

Policyholders in surrounding areas are encouraged to book an appointment. To check availability and to book, visit www.insurancecouncil.com.au/SEQBookings

Quote attributable to ICA CEO Andrew Hall:

These storms caused significant damage across the Gold Coast hinterland and Scenic Rim region, resulting in more than 45,000 insurance claims, and the recovery has been challenging due to infrastructure damage.

These forums offer a valuable opportunity for policyholders to connect directly with their insurer, learn about the claims process, and access resources to navigate their recovery.

The ICA and insurers are committed to supporting insurance customers through this difficult time.

Our representatives will be available at the forums to provide assistance and ensure everyone receives the support they need.