



News release

Insurance Council
of Australia

Tuesday, 5 March 2024

Insurers to host second round of community consultations in FNQ

The Insurance Council of Australia (ICA) and insurers will hold a second round of community consultations in Far North Queensland next week to provide additional support for customers following Tropical Cyclone Jasper.

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 consultations will take place in Cairns, Innisfail and Port Douglas between 12 and 14 March 2024 and follow previous consultations and community forums held in January.

To date, insurers have received more than 9,300 claims, including approximately 53 per cent property claims, 13 per cent motor claims and 13 per cent commercial claims.

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

Event details below:

Location	Cairns	Innisfail	Port Douglas
Date	Tuesday 12 March	Wednesday 13 March	Thursday 14 March
Time	10am – 6pm	10am – 5pm	10am – 6pm
Venue	Brothers League Club Cairns	Shire Hall Concert Hall	Pullman Port Douglas Sea Temple Resort and Spa
Address	99 -107 Anderson Street, Manunda	70 Rankin Street, Innisfail	Mitre Street, Port Douglas

Bookings are now available and policyholders are encouraged to book an appointment at www.insurancecouncil.com.au/bookings

The ICA encourages impacted policyholders to contact their insurer at any stage if they have questions or require an update on the claims process.

Quote attributable to ICA CEO Andrew Hall:

We know that communities are still recovering from the impacts of the extreme weather at the end of last year.

The ICA and insurers remain committed to support impacted customers as they navigate this difficult time, with another round of on-the-ground consultations to provide information and assistance.

Insurers continue to work alongside government stakeholders and agencies to deliver better outcomes for those in need.