



News release

Insurance Council
of Australia

Monday, 3 June 2024

Support continues for communities affected by Ex-TC Jasper

The Insurance Council of Australia (ICA) and insurers will once again be on the ground in Far North Queensland next week to assist residents and businesses affected by Ex-Tropical Cyclone Jasper.

This marks the third phase of community consultations since Ex-TC Jasper, which struck as a category 2 system on 13 December 2023, causing widespread damage and flooding.

Categorised by insurers as Catastrophe 232, the event has resulted in 9,885 claims which have caused an estimated \$354 million in insured losses.

Representatives from the ICA and insurers will be available for face-to-face consultations to provide support and claims assistance to affected individuals and businesses at the following locations:

- **Cairns:** Tuesday, 11 June from 10am to 6pm at the Brothers League Club Cairns, 99 – 107 Anderson Street, Manunda.
- **Port Douglas:** Wednesday, 12 June from 10am to 6pm at the Pullman Port Douglas Sea Temple Resort and Spa, Mitre Street, Port Douglas.
- **Mossman:** Thursday, 13 June from 8:30am to 2:30pm at the Mossman Shire Hall, 6 Mill Street, Mossman.

Policyholders are encouraged to book an appointment in advance:

www.insurancecouncil.com.au/bookings

Quote attributable to ICA Chief Operating Officer Kylie Macfarlane

Homeowners and businesses are facing ongoing challenges as they continue to recover from Ex Tropical Cyclone Jasper.

That's why it's important for insurers to continue to be present in the community, providing support and guidance through the claims process.

These in-person consultations provide an opportunity for policyholders to receive personalised assistance.

We encourage impacted policyholders to make a booking with their insurer through the Insurance Council's online bookings system.