



# News release

Insurance Council  
of Australia

Tuesday, 11 June 2024

## Insurers return to south-east Queensland for third round of consultations

The Insurance Council of Australia (ICA) and insurers are continuing their support for customer impacted by severe storms that struck south-east Queensland during the Christmas and New Year period.

A third round of community consultations will be held in Jimboomba, Upper Coomera and Tamborine between 18 and 20 June, following successful events in January and March.

Since the storms wreaked havoc across the region from 23 December 2023 to 3 January 2024, insurers and the ICA have been actively present at recovery centres, assisting affected residents. Insured damages have surpassed \$1.2 billion from more than 97,000 claims lodged.

These insurer-led consultations are part of the standard procedure following a catastrophe declaration. They offer policyholders a chance to gain a clearer understanding of the claims process and an opportunity for policyholders to discuss specifics about their claims directly with their insurer.

- **Jimboomba:** Tuesday, 18 June from 9am to 5pm at the Jimboomba Community and District Hall, Johanna Street and Honora Street, Jimboomba.
- **Upper Coomera:** Wednesday, 19 June from 10am to 6pm at The Well Community Centre, 58 Highland Way, Upper Coomera.
- **Tamborine:** Thursday, 20 June from 7:30am to 3pm at Vonda Youngman Centre, 2-3 Knoll Road, Tamborine Mountain.

Policyholders are encouraged to book an appointment in advance:

[www.insurancecouncil.com.au/bookings](http://www.insurancecouncil.com.au/bookings)

Quote attributable to ICA CEO Andrew Hall:

These storms significantly impacted households and businesses across south-east Queensland, and insurers remain committed to supporting those customers who were affected throughout their recovery journey.

We're pleased to report that nearly half of all claims have already been finalised, and insurers are working diligently to get the remaining families, businesses and communities back on their feet.