



Insurance Council
of Australia

News release

28 August 2024

Fourth round of community consultations for insurance customers in Far North Queensland

The Insurance Council of Australia (ICA) and insurers are maintaining their support for customers in Far North Queensland following Ex-Tropical Cyclone Jasper that impacted the region last December.

The ICA and insurers will next week be delivering a fourth round of community consultations in Cairns and Port Douglas to community members who are still recovering from the significant weather damage and flooding.

Ex-TC Cyclone Jasper has resulted in more than 10,000 claims to the value of \$369 million.

Insurer representatives will be available for in-person consultations to provide customers with the opportunity to discuss the progress of their claim and to work through any outstanding issues.

1. **Cairns:** Tuesday, 3 September from 10am to 6pm at the Brothers League Club Cairns, 99 – 107 Anderson Street, Manunda.
2. **Port Douglas:** Wednesday, 4 September from 10am to 5pm at the Pullman Port Douglas Sea Temple Resort and Spa, Mitre Street, Port Douglas.

We encourage policy holders to book in advance:

www.insurancecouncil.com.au/bookings

Quote attributable to ICA CEO Andrew Hall:

The communities who were impacted by Ex-Tropical Cyclone Jasper have shown their resilience in the face of the challenges thrown at them at the end of last year.

It is important that we continue to provide households and businesses the support they need to move forward.

The community consultations are one way customers are able to finalise claims through face to face engagement, and we look forward to being back in impacted communities again.