



Insurance Council
of Australia

News release

28 August 2024

Fourth round of community consultations for insurance customers in south-east Queensland

The Insurance Council of Australia (ICA) and insurers are maintaining their support for customers in south-east Queensland impacted by the severe storms last December and January.

The ICA and insurers will be delivering a fourth round of community consultations in Upper Coomera, Jimboomba and Tamborine to community members who are still recovering from the significant weather damage.

The storms have resulted in more than 100,000 claims to the value of \$1.3 billion.

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. **Upper Coomera:** Wednesday, 11 September from 9am to 5pm at The Well Community Centre, 58 Highland Way, Upper Coomera.
2. **Jimboomba:** Thursday, 12 September from 9am to 5pm at the Jimboomba Community and District Hall, Johanna Street and Honora Street, Jimboomba.
3. **Tamborine:** Friday, 13 September from 8am to 3pm at Vonda Youngman Centre, 2-3 Knoll Road, Tamborine Mountain

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 the severe weather event in south-east Queensland 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.