



News release

Insurance Council
of Australia

Thursday, 24 October 2024

Impacted Broken Hill residents encouraged to contact their insurer

The Insurance Council of Australia (ICA) has encouraged residents and small businesses of Broken Hill and surrounding areas impacted by the power outage caused by last week's weather to contact their insurer or broker to discuss whether they have a claim.

Insurers have already received a small number of claims from residents, almost entirely related to food spoilage.

While it is important that each policyholder checks their policy or contacts their insurer to determine coverage, in most home and contents policies the excess does not apply to food spoilage.

Insurers are reporting very few claims for physical damage.

If property or vehicle has been impacted, customers are advised to contact their insurer or broker as soon as possible to commence the claims process, even if they do not know the full extent of damage.

The ICA has engaged with relevant NSW Government agencies and will continue to monitor claims with its members.

Comment attributable to Andrew Hall, CEO, Insurance Council of Australia:

The ICA encourages residents and small businesses in the far west of New South Wales impacted by the weather event or the subsequent power outage to contact their insurer or broker to determine if they have a claim.

Insurers stand ready to assist, and the Insurance Council continues to engage with the NSW Reconstruction Authority.