



News release

Insurance Council
of Australia

19 November 2024

Insurers to meet with community members in South-east Queensland for fifth round of consultations

The Insurance Council of Australia (ICA) and insurers are continuing their support for customers in South-East Queensland following the Christmas and New Years storms that impacted the region almost 12 months ago.

In early December, the ICA and insurers will again deliver community consultations in Jimboomba, Upper Coomera and Tamborine to meet with community members who are still recovering from significant weather damage.

This extreme weather event has resulted in more than 100,000 claims across South-East Queensland, totalling more than \$1.4 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. Jimboomba

- Tuesday 3 December 2024, 9:00am – 4:00pm
- Jimboomba Community and District Hall - Johanna Street &, Honora St, Jimboomba.

2. Upper Coomera

- Wednesday 4 December 2024, 9:00am – 4:00pm
- Coomera Community Space - 133 Finnegan Way, Coomera.

3. Tamborine

- Thursday 5 December 2024, 8:00am – 2:45pm
- Vonda Youngman Centre, 2-4 Knoll Rd, Tamborine Mountain.

We encourage policy holders to book in advance:

www.insurancecouncil.com.au/news-hub/events/

Quotes attributable to ICA CEO Andrew Hall:

The communities who were impacted by the Christmas and New Year storms have shown their resilience in the face of the challenges thrown at them at the end of last year.

The consultations we host allow customers to progress claims through face-to-face engagement, and we look forward to continuing this commitment to regions impacted by extreme weather.

It is important that we continue to provide households and businesses the support they need to move forward, particularly as we enter another disaster season.