



News release

Insurance Council
of Australia

Wednesday, 5 February 2025

Insurers activate Townsville Hub for flood-impacted customers

The Insurance Council of Australia (ICA) and insurers will today activate an Insurance Hub in Townsville to assist local customers affected by severe storms and flooding that has been impacting the wider region since Wednesday 29 January.

ICA representatives present at the Hub will be able to provide general insurance guidance to property and business owners who have lodged or intend to lodge a claim, while insurers will be able to assist customers directly with their claim.

Representatives from the ICA, Suncorp, RACQ, IAG, Hollard, Allianz and Youi will be at the Insurance Hub.

Details of the Hub are:

- **Location:** Townsville Stadium, 40-48 Murray Lyons Cres, Annandale
- **Dates:** Wednesday 5 February to Saturday 15 February, including weekends
- **Opening hours:** 9am to 4pm daily

Over the weekend the Insurance Council declared the storms and flooding a Significant Event which means:

- The ICA commences its claims data collection, analysis, and reporting processes in consultation with members.
- ICA representatives will continue to work with government and agencies to understand impacts on the community and ensure affected residents receive assistance.

This event may be escalated to an Insurance Catastrophe if there is a significant increase in claim numbers or complexity, if the geographical spread of this event is extended, or in consultation with insurers.

While insurers have received more than 1,400 claims to date, it is too early to estimate the total cost of this event.

As flood waters recede, roads reopen and the clean-up begins, insurers expect claims numbers to increase.

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

While this remains an unfolding weather event and community safety remains the priority, the opening of the Insurance Hub signals that recovery and clean-up is beginning for some.

Relief hubs provide an opportunity for impacted locals to understand more about the claims process, as well as meet with a representative of their insurer to discuss their claim or the Insurance Council for general information about the claims process.