



Insurance Council  
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# Policy renewals for homes impacted by extreme weather events

If your home has been damaged in a catastrophe and you're in the process of making a claim, you may have questions about your insurance renewal. The following FAQs offer general guidance on what to consider when renewing your policy, including how claims, temporary accommodation, and sum insured amounts may affect your coverage.

Please note, this information is for general purposes only and does not constitute specific advice. For further clarification, it's always best to contact your insurer directly.

A catastrophe can include events such as bushfires, floods, or storms. The examples provided here are indicative of the kind of information your insurer may share with you.

## Frequently Asked Questions about Policy Renewals

**I've just received a renewal notice for my home insurance policy, but my home was damaged in a recent catastrophe and my claim is still open. Do I need to inform my insurer before renewing?**

Your insurer should have systems or manual processes in place that notify them that you have an open claim with respect to the property identified in the policy. There can be instances where renewals are sent out in advance and an event that has impacted your home might have occurred after the renewal was sent. You should contact your insurer if you have questions about this.

At times, your insurer might ask you for information as part of the renewal process, such as whether your circumstances have changed. In order to best support you, you should take care to assist your insurer with understanding your current circumstances.

**I've just received a renewal notice for my home insurance policy, which includes a sum insured amount. My home was damaged in a catastrophe. Should I renew it as if my property is undamaged?**

The sum insured amount for your house is the maximum amount your insurer will pay for an insured event. For example, for home building insurance, it is the amount your insurer will pay to rebuild, repair or cash settle your home. You can change the amount you are insured for by contacting your insurer.

If you have questions about your renewal notice and the sum insured amount, such as you believe the sum insured amount does not reflect the damage from the catastrophe, please contact your insurer to discuss.



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**My home was damaged during a catastrophe and I'm staying in temporary accommodation. My insurer is still reviewing my claim. My policy says I will not be covered if I am out of my home for an extended period of time. Will I have insurance cover if I pay my renewal notice, even though I'm not living in my house?**

If you are staying in temporary accommodation as a benefit of your policy while your insurer considers your claim, your insurer should be aware that you are not living in your house. You should have cover if you pay your renewal notice.

If you are staying with a friend, family member or some other type of accommodation while your insurer considers your claim, you might wish to let your insurer know. You could have some entitlement under your policy in this situation – it's good to check with your insurer.

**Where can I find more information?**

You should contact your insurer if you have any questions or concerns.