



News release

Insurance Council
of Australia

Tuesday, 28 October 2025

Insurers to visit Harden for consultations

The Insurance Council of Australia (ICA) and its members will again visit Harden in coming weeks to meet with insurance customers affected by the severe hailstorm and heavy rain event that impacted the region in February this year.

Customers will have the opportunity to meet one-on-one with representatives from a number of insurers, giving locals an opportunity to discuss their individual claim and seek additional advice.

Locals will also have the opportunity to gain general information on the claims process, dispute resolution, and other useful insurance-related information to assist with the claims and recovery process.

Details of the consultations are:

Dates: Tuesday 11 and Wednesday 12 November 2025

Location: Harden Country Club – East Street, Harden, NSW

Time: 9:00am to 5:00pm

Registrations for the consultations are essential. Bookings can be made on the ICA website [here](#).

Quotes attributable to ICA Director of Mitigation and Extreme Weather Response, Liam Walter:

Since the hail event that impacted Harden, insurers have been working hard to assess, repair and finalise outstanding claims, though for some the recovery continues.

Insurers are committed to supporting those in and around Harden who may be facing challenges in their recovery and look forward to this further face-to-face collaboration.

We encourage anyone who feels they may benefit to come along and meet directly with their insurer for one-on-one support.