



News release

Insurance Council
of Australia

Friday, 7 November 2025

Insurers return to SEQ for ex-TC Alfred consultations

Insurers will again visit Upper Coomera and Hervey Bay in coming weeks to meet with policyholders impacted by ex-Tropical Cyclone Alfred in March.

Hosted by the Insurance Council of Australia (ICA), the consultations will provide insurance customers with the opportunity to meet one-on-one with representatives from several insurers, giving locals an additional avenue to discuss their claim.

General information on the claims process, dispute resolution, and other useful insurance-related information to assist with the claims and recovery process will also be available.

Details of the consultations are below:

Upper Coomera, Gold Coast

- **Date:** Tuesday, 18 November 2025
- **Location:** The Well - 58 Highland Way, Upper Coomera
- **Time:** 9:00am to 5:00pm

Hervey Bay

- **Date:** Thursday, 20 November 2025
- **Location:** The Club House - Corner Tooth St & Old Maryborough Road, Pialba
- **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:

Despite eight months having passed since ex-Tropical Cyclone Alfred impacted south-east Queensland, we acknowledge that for some, their recovery is ongoing.

Insurers remain committed to progressing any outstanding claims from this event and we encourage anyone with queries to make a booking with their insurer.