



News release

Insurance Council
of Australia

Monday, 22 December 2025

Insurers return to Clifton for consultations

Insurers will re-visit Clifton in early January to meet with customers impacted by the severe weather and hailstorm in early November 2025.

Hosted by the Insurance Council of Australia (ICA), the two-day insurance hub 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:

- **Date:** Thursday 8 and Friday 9 January
- **Location:** Clifton Senior Citizens Centre - 8 Meara PI, Clifton QLD 4361
- **Hours:** 10am to 4pm

No bookings are required, and customers may attend at their convenience.

Quotes attributable to ICA CEO Andrew Hall:

The severe hailstorm from early November brought widespread damage to Clifton, and we acknowledge that for some, their recovery remains ongoing.

Insurers are committed to progressing claims as a result of this event, so I encourage anyone with damage who may have questions about their claim to come along and speak to their insurer.