



News release

Insurance Council
of Australia

Tuesday, 3 February 2026

Insurers to revisit Harden for consultations

The Insurance Council of Australia (ICA) and its members will revisit Harden in coming weeks to meet with insurance customers affected by the severe hailstorm and heavy rain event that impacted the region in February 2025.

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

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:

Dates: Tuesday 17 and Wednesday 18 February 2026

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

Time: 10:00am 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:

Following the hail event in Harden, insurers have been dedicated to assessing, repairing and completing outstanding claims, with some customers still in the recovery process.

Insurers are committed to supporting those in Harden and surrounding areas who may still be going through the recovery process, and value this opportunity for face-to-face collaboration.

Anyone who feels they could benefit is encouraged to come along and speak directly with their insurer for individualised support.