



News release

Insurance Council
of Australia

Thursday, 8 October 2026

Insurers to revisit Clifton for consultations

Insurers will revisit Clifton later this month to meet with policyholders impacted by the severe hailstorm that impacted the region in early November 2025.

Hosted by the Insurance Council of Australia (ICA), the two-day consultations will provide a dedicated opportunity for locals to meet face-to-face with representatives from multiple insurers to discuss existing claims or lodge new ones.

Representatives from the Insurance Council and the Australian Financial Complaints Authority (AFCA) will also be available to answer questions about the claims process, dispute resolution pathways and provide practical insurance information to support impacted policyholders.

Details of the consultations are below:

- **Date:** Monday 26 and Tuesday 27 October 2026
- **Location:** Clifton Senior Citizens Centre - 8 Meara Pl, Clifton QLD 4361
- **Hours:** 10:00am to 4:00pm

No bookings are required. Customers may attend at their convenience.

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

It has been almost 12 months since Clifton and the surrounding region was impacted by a severe thunderstorm that left widespread damage to homes, businesses and motor vehicles.

Insurers returning to the region to meet with policyholders in person is part of our commitment to helping resolve outstanding claims and supporting those who are still recovering.

We encourage anyone with an outstanding claim, or questions about their claim, to come along and speak directly with their insurer.