

10 December 2007

NSW Severe Storm Activity

The Insurance Council today advised policyholders who have been impacted by the recent severe weather, in NSW, to make contact with their insurance companies, so that their claims can be assessed as quickly as possible.

“Insurers are working hard to assist policyholders to get the claims process underway quickly. Many companies are operating 24 hour contact lines and receiving large volumes of calls. Insurance assessors are on the ground assessing the damage as a result of the hail storm.” Insurance Council, Chief Executive, Kerrie Kelly said today.

The Insurance Council encourages policyholders to:

- Do not be concerned if you cannot locate your insurance documents. Insurance companies keep records electronically and only require the policyholders' name and address in order to locate a policy.
- It will assist the claim process if you make a list of the possessions that have been damaged as a result of the hail/severe storms.
- Make contact with your insurance company and seek advice about the claim process under your policy.
- Speak to your insurer before authorising major repairs.
- Insurance policies vary. It is important to check what you are covered for and what you are not covered for.
- Your insurer is there to help, seek clarification from them in the first instance.

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