

10 June 2007

NSW Severe Storms and Heavy Rainfalls

The Insurance Council today advised policyholders in NSW who have been impacted by the recent severe weather 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 have assessors on the ground in the affected areas.” Said Insurance Council, Chief Executive, Kerrie Kelly.

The Insurance Council encourages policyholders to:

- Make contact with your insurance company and seek advice about the claim process under your policy
- Do not be concerned if insurance documents have been lost in the storm. Insurance companies keep records electronically and only require the policyholders’ name and address in order to locate a policy
- Contact your insurer before authorising major repairs
- Water and mud damaged possessions, such as carpets and soft furnishings, can be removed from the building as part of the clean up. However, they need to be stored in a safe location where they can be inspected by your insurer as part of the claims process
- It will assist the claim process if you make a inventory of the possessions that have been damaged as a result of the severe storm
- Insurance policies vary. Check with your insurer to see whether the following options are available under your policy:
 - The cost of removing insured debris from your home and surrounding property. (Check before arranging collection). Local councils may assist with the removal.
 - Temporary accommodation costs. (Conditions may apply – seek clarification prior to booking and paying for temporary accommodation).

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