

10 October 2007

Recent Hail and Severe Storm Activity

The Insurance Council today advised policyholders who have been impacted by the recent severe weather, particularly in NSW and QLD, 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 assessors are on the ground in Lismore assessing the damage as a result of the hail storm.” Insurance Council, Chief Executive, Kerrie Kelly said today.

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 are not readily at hand. 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.
- It will assist the claim process if you make an inventory of the possessions that have been damaged as a result of the hail/severe storms.
- 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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