

Monday February 15, 2016

Bushfire-affected South West WA policyholders invited to insurance forum

In support of the bushfire recovery process in Western Australia's South West region, the Insurance Council of Australia (ICA) is inviting affected policyholders to an information forum.

The event will be held on Wednesday February 24 from 5.30 to 7pm in Harvey.

The closed-door forum is for insurance policyholders only. Registration is essential.

The Forum will be attended by:

- The Insurance Council of Australia
- Insurance company representatives and claims staff
- Local and State Government representatives
- The Financial Ombudsman Service (FOS)
- Legal Aid Western Australia

ICA CEO Rob Whelan said the forum was a chance for the hundreds of South West policyholders who suffered losses in the bushfires to hear first-hand how the recovery process was progressing.

"The aftermath of a natural disaster can be a distressing and overwhelming time, especially for those whose homes or businesses have been destroyed," Mr Whelan said.

"The forum will cover key aspects of the recovery process, including claims handling and assessments, site clean-up, rebuilding and dispute resolution.

"Insurance experts will be on hand to answer questions about the process, and will also make themselves available to speak one-on-one to any policyholders seeking further guidance.

"The forum allows for issues or concerns to be identified and escalated with the relevant insurer or organisation."

Policyholders who wish to attend can register by calling the ICA's Disaster Hotline on 1800 734 621.

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