

January 18, 2011

Flooding in NW Victoria

The Insurance Council of Australia (ICA) today declared a Catastrophe in North Western Victoria as a result of flooding.

ICA Chief Executive, Mr Rob Whelan, said policyholders in Victoria should make contact with their insurance company as quickly as possible.

“Insurers are working hard to assist policyholders to get the claims process underway,” Mr Whelan said.

“If property is damaged policyholders should immediately contact their insurer to lodge a claim and clear up any insurance queries they may have.”

The ICA has established a 24 hour emergency hotline to assist residents impacted by the floods. The hotline number is 1300 728 228 and can be accessed by residents who cannot recall their insurance details, or have general enquiries.

The ICA recommends policyholders:

- Make contact with your insurance company and seek advice about the claims process under your policy.
- Do not be concerned if insurance documents have been lost as a result of damage caused by the severe weather. Insurance companies keep records electronically and only require the policyholders’ name and address in order to locate a policy.
- After notifying your insurer, remove water and mud damaged possessions from your property, such as carpets and soft furnishings for hygiene reasons and dispose of them as part of the clean up process.
- Take photos and make an inventory of damaged possessions, if possible, and record details of items to assist in the claims assessment process.
- Contact your insurer before authorising major repairs.

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