

Wednesday March 21, 2018

Insurance Hub opens to help Tathra bushfire customers as catastrophe losses grow

The Insurance Council of Australia (ICA) has opened an Insurance Hub at Bega Civic Centre, Zingel Place, Bega, to assist with bushfire-related insurance claims.

Policyholders with IAG (NRMA Insurance, CGU), Suncorp (AAMI, GIO, APIA), Allianz, QBE and Youi can visit the Hub to talk to customer-support teams.

ICA CEO Rob Whelan said the Insurance Hub was established to make the claims process more personal for customers who had experienced property loss. Customer support teams can answer queries in a timely manner and give affected policyholders urgent attention.

“I encourage householders and businesses who have suffered property damage to contact their insurer as soon as possible by visiting the Hub or using our hotline to seek guidance on the claims process and the assistance they are entitled to under their policy,” he said.

The Insurance Hub will be open for the next week (10am–5pm weekdays and 10am–4pm this weekend). For customers unable to attend the Insurance Hub, an emergency hotline on [1800 734 621](tel:1800734621) is open to assist policyholders.

Insurance losses from Sunday’s catastrophic Tathra bushfire stands at \$36 million from 340 claims. The number of claims is expected to increase as residents return to affected areas.

Losses from the south-west Victorian bushfire catastrophe stands at \$12 million with 120 claims lodged. The number of claims is also expected to increase as property owners return to examine the damage.

The Northern Territory’s Tropical Cyclone Marcus damage bill stands at \$15.5 million with 3100 claims. The number of claims is expected to increase, but the bulk of claims have been lodged and have been for light damage to homes and vehicles.

The recent storm damage centred around the Hinchinbrook region of North Queensland has resulted in 750 claims, with losses at \$14.8 million.

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