

Friday July 5, 2019

Insurance consultations and forum for policyholders affected by February deluge

The Insurance Council of Australia (ICA) will convene one-on-one consultations between insurers and customers, and host a policyholder forum in Townsville for insured property owners affected by the February monsoonal deluge.

The forum on Friday July 12, from 6pm, will be held five months after the ICA declared a Catastrophe for the monsoon rain event, which lasted several days and severely affected many parts of Townsville.

The ICA will also host one-on-one consultations between policyholders and their insurer or ICA disaster recovery experts on July 12 and 13, from 9am. These consultations are intended for policyholders wanting to discuss their individual claims.

ICA CEO Rob Whelan said: "The consultations and forum are an opportunity for insurers and the ICA to speak directly to customers about their personal circumstances and claim progress."

Insurers have received 29,950 claims, with losses estimated at \$1.24 billion. More than 42 per cent of home building claims, 55 per cent of contents claims and 76 per cent of motor claims have been closed by insurers.

Representatives from Queensland Legal Aid and the Australian Financial Complaints Authority will be available at the forum.

The forum and consultations are only for policyholders. Registration is essential.

Visit www.disasters.org.au/Townsville or call 1800 734 621.

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