

Thursday October 24, 2019

Insurance industry to hold consultations for Townsville policyholders affected by the monsoonal deluge

The Insurance Council of Australia (ICA) will host consultations in Townsville next month for policyholders who have not finalised their claims following the February monsoonal deluge.

ICA and insurance company representatives will be available for one-on-one consultations on Friday November 1, between 9am – 5pm and Saturday November 2, 9am-3pm. The consultations are for policyholders only. Registration is essential. Visit www.disasters.org.au/townsville or call 1800 734 621.

ICA CEO Rob Whelan said: “The consultations are for customers to speak to their insurer or the ICA about the progress of their claims.

“The ICA is also offering Townsville residents and business owners the opportunity to discuss their current insurance needs with ICA representatives.”

Insurers have received 30,396 claims, with losses estimated at \$1.247 billion. Most claims are for residential building damage, followed by contents and motor vehicle claims. Claims continue to be lodged with almost 200 fresh claims received in the past month.

More than \$800 million has already been delivered to the local economy through rebuilding and repair works, business interruption payments, provision of emergency accommodation and the use of local suppliers and trades. About 1800 local jobs are being supported through the insurance industry’s response to this catastrophe.

Three-quarters of claims for residential buildings have been closed and almost 100 per cent of vehicle claims are closed, which means policyholders have received their preferred payment, repairs or replacement items. Of 1556 critically damaged homes, only 334 are still undergoing repairs.

Channel 7’s Sunrise breakfast program, featuring weather anchor James Tobin, will be broadcasting natural disaster preparation information from 7am-9am on Sunday November 3 from Townsville CBD to support the Get Ready community awareness campaign. The community initiative is supported by the Insurance Council of Australia and local agencies.

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

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