

2 April 2009

Northern NSW Heavy Rains Initial Claims Received

The Insurance Council of Australia has today re-affirmed the commitment and focus of the general insurance industry in assisting those policyholders affected by the recent heavy rain in Northern NSW.

Insurance assessors are already on the ground undertaking claims assessments. Many companies are operating 24 hour contact lines to assist policyholders with the claims process. The insurance industry has also acted promptly by establishing an Insurance Taskforce for this event.

As of 2 April 2009, the general insurance industry has received approximately **2000 claims** with an approximate insurable cost of **\$27 million**. These claims relate to commercial properties, motor vehicles and residential home and contents policies.

All general insurance claims received will be assessed, as is normal, on a case by case basis taking into account the nature of the damaged sustained and the terms and conditions of the product selected by the policyholder.

When policyholders are able to return to their properties and make their own initial assessment, if damage has been suffered they should immediately contact their insurer so that the claims process can commence as quickly as possible.

Media contact: Sean Sampson 02 9253 5161 0421 482 884