

Tuesday 23 February 2021

Insurers to meet with locals on October hailstorm

The Insurance Council of Australia (ICA) will host a community forum and two days of one-on-one consultations in Springfield Lakes for local policyholders affected by the 31 October 2020 hailstorm.

The community forum will provide general insurance guidance to property owners who have lodged or intend to lodge a claim.

The one-on-one consultations are an opportunity for policyholders to speak directly with their insurer about their individual claims.

Wednesday 3 March Community forum from 6pm

Thursday 4 March Policyholder consultations 10am to 8pm

Friday 5 March Policyholder consultations 10am to 6pm

Address: Springfield Hotel, 1 Springfield Lakes Blvd, Springfield Lakes

This is a COVID-safe event, registration is essential for both the community forum and the policyholder consultations with insurers. Those who do not register risk not being able to attend.

Insurers have received more than 33,500 claims to date, with losses estimated at \$805 million. More than 90 per cent of claims are from householders.

Policyholders will be assisted by the ICA team or insurers attending the three-day event.

To register attendance at the forum and make an appointment with an insurer visit disasters.org.au/octoberhail or call 1800 734 621.

Quote attributable to Andrew Hall, CEO, Insurance Council of Australia:

The Insurance Council of Australia acknowledges community members' frustration with repair delays following last year's destructive hailstorms.

The community forum and one-on-one consultations with insurers are an opportunity to understand more about the claims process, as well as meet with a representative of your insurer or the Insurance Council to discuss individual insurance claims.

This is a COVID-safe event for affected policyholders, so registration is essential. Without a registration local policyholders risk not being able to attend.