

5 September 2010

Flooding in North Eastern Victoria

The Insurance Council of Australia (ICA) today established a 24 hour emergency hotline to assist residents in North Eastern Victoria affected by floods overnight.

An Insurance Taskforce has also been established to assist in the recovery process.

The ICA and its members are working closely with the Victorian government and relevant authorities to deliver speedy assistance to affected policyholders.

It is too early for the general insurance industry to place an estimate on both the number of claims and the costs involved as a result of the heavy rain.

However, the ICA will continue to monitor the situation over the next 48 hours to determine if Catastrophe Coordination Arrangements will need to be implemented.

If insured property is damaged policyholders should immediately contact their insurer to lodge a claim. The Insurance Council encourages policyholders to:

- Make contact with your insurance company and seek advice about the claims process under your policy.
- Do not be concerned if insurance documents have been lost. Insurance companies can assist in locating an electronic record of your policy.
- Water damaged possessions, such as carpets and soft furnishings, can usually be removed from your property for hygiene reasons and disposed of as part of the clean up. Before removing possessions make contact with your insurer and, if possible, take photos and record details of items so they can be used by your insurer in the claims assessment process.
- It will assist the claims process if you make an inventory of the possessions that have been damaged or lost as a result of the flooding.
- More detailed information for consumers on general claims processes is available at www.insurancecouncil.com.au

The Insurance Council emergency hotline number is **1300 728 228**.

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