

February 3, 2011

## Tropical Cyclone Yasi

The Insurance Council of Australia (ICA) has declared a catastrophe in North Queensland as a result of TC Yasi making landfall over night.

“An Insurance Taskforce has been established by the general insurance industry to help coordinate the recovery process. At this initial stage, the focus for the general insurance will be to undertake the claims assessment processes as quickly as possible with the available resources,” the CEO of the ICA, Mr Rob Whelan said.

The general insurance industry continues to work with policyholders affected by the flooding in QLD over recent weeks. The industry is well resourced to handle these disasters.

The Insurance Council encourages policyholders to:

- Make contact with your insurance company and seek advice about the claim process under your policy.
- Do not be concerned if insurance documents have been lost or damaged during the cyclone. Insurance companies keep records electronically and only require the policyholders' name and address in order to locate a policy.
- Remove damaged possessions such as carpets and soft furnishings from the building as part of the clean up. If possible take photos before removing your possessions so they can be inspected by your insurer.
- Make an inventory of the possessions that have been damaged as a result of the flood as this may assist in the claim process.
- Contact your insurer before authorising repairs.

“A 24 hour Emergency Hotline (1300 728 228) has been established by the ICA for general insurance consumers who have a question in relation to their policy or require assistance in identifying their insurer,” Mr Whelan said.

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