

3 March 2010

Flooding in SW and SE Queensland

The Insurance Council of Australia has declared a catastrophe in the south west region of Queensland including the towns of Charleville, Roma and St George as a result of heavy rains and recent flooding.

Insurers are already working hard to assist policyholders to get the claims process underway and an Insurance Taskforce has been established by the insurance industry to help coordinate recovery issues.

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 and mud-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 your 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

A 24 hour Emergency Hotline has been established by the Insurance Council on 1300 728 228 for consumers who have general insurance questions or require assistance in identifying their insurer.

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