

23 March 2010

## Severe Storms in Perth

The Insurance Council of Australia has declared a general insurance catastrophe following the severe storms in Perth yesterday.

An Insurance Taskforce has been established to assist in the recovery process. The ICA and its members are working closely with the Western Australian 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 severe storms.

The ICA said that within the next 48 hours initial claims estimates will become available as policyholders lodge claims with their insurer.

Importantly, insurance assessors are already on the ground assisting policyholders.

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 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](http://www.insurancecouncil.com.au)

Under its Catastrophe Coordination Arrangements the Insurance Council will be providing regular updates on claim numbers and estimated claim costs. The Insurance Council has established a 24 hour emergency hotline call 1300 728 228.

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