

8 March 2010

Flood Update for SW Queensland

The general insurance industry has received 7,500 claims as a result of flooding in the south west Queensland region with estimated costs totalling \$120 million.

The general insurance industry is working around the clock to ensure claims are processed as quickly as possible. The focus of the general insurance industry is to meet the needs and expectations of its customers in recovery operations like these.

Insurance assessors are on the ground and are attending to the many claims received to date.

The Insurance Council encourages all policyholders to contact their insurers as a matter of priority, first to have their claims registered and then assessed by their insurer quickly.

The Insurance Council and its member insurers are working closely with the Queensland Government and emergency services to continue to facilitate the recovery process. Representatives from the general insurance industry are available at the “one stop shops” to provide assistance to 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 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

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