

February 6, 2013

Insurers invite disaster-affected Bundaberg policyholders to insurance forum

The Insurance Council of Australia (ICA) today announces it is holding an insurance forum in Bundaberg for policyholders in the Wide Bay-Burnett region affected by the recent extreme weather and flooding.

The forum will take place on **Wednesday February 20** from 6pm to 9pm at a central venue in Bundaberg.

It will cover key aspects of the recovery process for insured property owners in the Wide Bay-Burnett region, in particular Bundaberg and Bargara, including claims handling and management, claims assessment, site clean up, claims settlement options and dispute resolution.

The forum will be attended by:

- The Insurance Council of Australia
- Insurance company representatives and claims staff
- The Financial Ombudsman Service
- Queensland Legal Aid

Insurance Council CEO Rob Whelan said: "The Insurance Council of Australia is holding this forum to help disaster-affected policyholders in a very practical sense.

"Insurers realise this is an incredibly stressful time for flood victims in this region. They would like to meet policyholders face to face and resolve any issues as swiftly and painlessly as possible."

The closed-doors forum will give policyholders the opportunity to speak to insurance experts and in many cases their own insurer about their experiences and the recovery process.

The ICA will provide general information, and policyholders will have the opportunity to discuss any claims issues with insurance and legal experts. Any problems can then be quickly escalated to the right insurer.

The forum is for policyholders only and registration for the event is essential.

Please phone **1800 734 621** to register and for venue details.