

October 29, 2013

NSW bushfires policyholders invited to insurance forum

The Insurance Council of Australia (ICA) will hold an insurance forum in the Blue Mountains for policyholders affected by the recent bushfire catastrophe.

The forum will take place on Tuesday November 12 from 6pm to 8pm at a venue in Springwood.

It will cover key aspects of the recovery process for insured property owners, including claims and handling, claims assessment, settlement options, site clean-up and rebuilding, and dispute resolution.

Representatives from the ICA will be joined by insurance companies, the Financial Ombudsman Service and New South Wales Legal Aid.

The Blue Mountains Council will also attend and talk on rebuilding standards.

The closed-door forum is for policyholders only and registration is essential.

Policyholders who wish to attend must register by calling 1800 734 621.

ICA Rob Whelan said the event offered policyholders the opportunity to speak to insurance experts about the recent fires and the recovery process.

“The forum enables bushfire-affected locals to have one-on-one discussions with their insurers about any concerns they may have about their claim, and the steps they need to take to help them rebuild their homes and businesses,” Mr Whelan said.

“Importantly, if there are any issues, these can be escalated as quickly as possible with the relevant insurer.

“I encourage any policyholders who have queries about the claims process to come along and put their questions to insurance company representatives, legal experts and other participants.”

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