

Thursday January 30, 2019

Insurers holding one-on-one meetings to help last of Townsville flood claimants

The Insurance Council of Australia (ICA) and insurance companies will be in Townsville this Saturday for one-on-one consultations with customers whose claims remain open following last year's monsoonal deluge.

ICA Head of Risk and Operations Karl Sullivan said: "Several hundred claims are still being finalised from the 30,702 household, business and motor vehicle claims worth \$1.269 billion with around 500 claims lodged in the last five months.

"On Saturday, insurers will be helping customers who may be experiencing some challenges in the final steps of flood recovery and rebuilding. It's essential to register for a consultation.

"Though several hundred claims are still open, most are open for administration reasons. More than 95 percent of severely damaged homes are now fully repaired".

Mr Sullivan said insurers had engaged more than 2000 local builders, tradespeople, suppliers and service providers during the recovery and rebuilding process, with more than a billion dollars already injected into the local economy.

He said: "The ICA and insurers have had a constant presence in Townsville for the past year. Many insurers set up customer service centres, and the ICA has hosted six policyholder meetings and arranged more than 500 consultations between customers and insurers to help resolve issues and accelerate claims handling and rebuilding."

The consultations will take place on Saturday February 1, from 8.30am - 3pm. Policyholders who would like to speak to their insurer or the ICA about their claim must register at <https://disasters.org.au/townsvillehub> or call 1800 734 621.

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