

January 30, 2013

## Assessors entering flood-affected towns

Insurance assessors have started to enter flood-affected towns in Queensland to assess the damage caused by ex-tropical cyclone Oswald.

Insurance Council of Australia CEO Rob Whelan said the industry was focusing on accelerating the claims process to help flood-affected policyholders to recover.

Mr Whelan said industry representatives and ICA staff were now at the Bundaberg recovery centre to actively assist policyholders with general insurance inquiries.

“Assessors are already on the ground and are expected to be at properties in Gayndah and Monto this afternoon to begin the assessment process,” he said.

“As of 10am today, insurers have received 21,900 claims for the Queensland floods with estimated insured losses of \$187 million, and 2000 claims from the NSW floods with estimated losses of \$10 million.

“We expect these numbers will rise as more property owners lodge claims and assessors start to enter residential and commercial properties that have been inundated by flood waters.”

Mr Whelan said the industry was actively engaged in discussions with representatives from Federal, State and local governments, as well as emergency services in responding to the current flood catastrophes.

“The ICA is greatly encouraged by today’s commitment by Queensland Premier Campbell Newman to build mitigation for flood-prone towns to prevent these types of floods having a similar impact in the future,” he said.

“We have long been concerned about the lack of mitigation. Mitigation and prevention are the only ways to reduce the number of homes and businesses that are subjected to inundation year after year, and also helps reduce the cost of premiums dramatically.”

The ICA is now operating its disaster hotline – **1800 734 621** – to help people affected by the Queensland and NSW floods who are not sure which insurer they are with, or who have general inquiries about the claims process.