

December 1, 2014

Brisbane hailstorm update: insured losses pass \$200 million

As at 10am (Queensland time) today, 39,677 claims have been lodged by property and motor vehicle owners affected by the hailstorm – 10,863 for house and contents claims and 28,814 for motor vehicle.

Estimated insurance losses now stand at \$201million.

ICA CEO Rob Whelan said the industry's response to Thursday's hailstorm had focused on fast-tracking claims and arranging property and motor vehicle assessments.

"The priority of all insurers has been to ensure claims are processed quickly and assessors are available," Mr Whelan said.

"Assessment teams began being deployed on Friday, and worked throughout the weekend on prioritised claims, addressing those with the most acute needs first.

"Insurers are also examining hail and water damage to motor vehicles, and some insurers are organising mass assessments to fast-track the inspection process and provide peace of mind to car owners."

The ICA continues to liaise closely with local and state government agencies, emergency services and community groups to help identify issues and resolve them as swiftly as possible.

The ICA offers the following general advice to affected policyholders:

- Contact your insurance company as soon as you can, and seek advice about the claim process under your policy, as well as what you're covered for. Many insurers have 24-hour call centres
- Don't be concerned if insurance documents are not readily at hand. Insurance companies keep records electronically and require only the policyholder's name and address to find a policy
- If your home is unsafe, notify local authorities and check with your insurance company whether you can claim temporary housing expenses
- Speak to your insurer before authorising repairs. Emergency repairs should only be undertaken in the first instance to make the property safe. Unauthorised work may not be covered by your policy
- Don't drive storm-damaged motor vehicles that may be unroadworthy. Hail-damaged vehicles will be professionally assessed by insurers in coming days. Inform your insurer when you lodge a claim if your vehicle cannot be driven
- Take pictures of damage to the property and possessions as evidence for your claim assessor

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- You can remove and discard any water or mud-damaged goods that pose a health risk, such as saturated carpets and soft furnishings, but take photos and keep samples of materials and fabrics to show the assessor
- Making an inventory of damaged possessions will help insurers process your claim

The ICA's disaster hotline - **1800 734 621** – can help affected residents and motor vehicle owners who are not sure which insurer they are with, or who have general inquiries about the claims process.

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