

Insurers' responses to 2022 major flood claims survey

Tip sheet

Background

The House of Representatives Standing Committee on Economics is conducting an inquiry into insurers' responses to the 2022 major floods across Australia. This survey is one way you can contribute to the inquiry.

Getting started

The survey is available online [here](#) and can also be accessed at:

<https://www.aph.gov.au/floodinsurance>

The survey can be completed on a computer, tablet, or mobile device. Registration is not required to access the survey.

The survey should take around **10 minutes** to complete.

What will be asked?

The survey will ask questions related to the inquiry's terms of reference. Depending on your circumstances, questions may include:

- how your insurer communicated with you
- the outcome of your claim
- any complaints or disputes you had with your insurer
- access to hydrology reports
- flood mitigation measures, and
- your ability to obtain or renew insurance after flooding.

Navigating the survey

The survey is divided into sections. You can view your progress at the bottom of the page.

Select **Next** or **Back** to navigate through the survey.

Questions with an **asterisk *** must be answered. You will not be able to continue the survey unless each question with an asterisk is answered.

Make sure that you check your answers as you go, however if you made a mistake, you can select **Back** and correct your answers.

Completing the questions

The survey questions you are asked to answer will depend on your earlier responses.

These are the types of questions presented in the survey:

- **Multiple choice:** You may also be asked to select multiple options from a list.
- **Ratings on a scale of 1-5**

Other options you may encounter are:

- **Other:** If the choices in the question are not applicable to your situation, you can provide your own answer.
- **N/A:** If the question is not applicable to your situation, select this option.

Please ensure that you **answer all applicable questions**. Incomplete surveys *may* not be included in the overall results.

Submitting your response

You will be given an opportunity to provide additional comments at the end of the survey. Please limit your response to around 500 words.

You will then be asked for your **name** and your **email address**. These will not be published, and your answers will remain anonymous.

The final page of the survey provides further details on the inquiry and how to make a submission if you wish to do so.

Please click SUBMIT at the end of the page to ensure we receive your survey response.

Contact details

If you have any questions about the survey or the inquiry, contact the committee secretariat at:

Standing Committee on Economics

PO Box 6021

Parliament House

Canberra ACT 2600

Phone: (02) 6277 4707

Email: floodinsurance.reps@aph.gov.au

Frequently asked questions

Q: The flood I was affected by is not listed at the beginning of the survey.

A: While the committee's focus is on gathering information relating to specific flooding events, your comments and views are still valuable to the inquiry.

When you select **Other**, you will be invited to provide further details for the committee's information.

Q: I am having difficulties understanding some of the questions. Where can I get help?

A: Contact the committee secretariat:

(02) 6277 4707 or email:

floodinsurance.reps@aph.gov.au.

Q: Can I also make a submission to the inquiry?

A: Yes, individuals, businesses or other groups are welcome to make a submission.

Information on making a submission is available on the committee's website:

www.aph.gov.au/floodinsurance. You can also email or send a letter to the committee.

Q: How will my results be used?

A: The results of the survey will help inform the committee's understanding of how insurers have responded to the floods and the impact on individuals, families and affected communities.

Any data or comments published from the survey will be general in nature and reported anonymously. Your comments may be used and/or quoted in the committee's report and related publications.

Q: I have accessibility requirements, or I cannot complete the survey online. Where can I get help?

A: Contact the committee secretariat for assistance:

(02) 6277 4707 or email:

floodinsurance.reps@aph.gov.au.