



Inquiry into the operation of the insurance industry during disaster events: extension for submissions and survey responses

The submission deadline for the inquiry into the operation of the insurance industry during disaster events has been extended to **Friday 12 August 2011**. Submissions from Western Australia are requested by Friday 22 July 2011, as the Committee will be visiting Western Australia in early August.

The inquiry, which is being conducted by the House of Representatives Standing Committee on Social Policy and Legal Affairs, is examining the processing of insurance claims arising from extreme weather events. In particular, the Committee is considering:

- the information provided to consumers about claims processing arrangements,
- the timeliness of claims processing,
- the impact of third-party consultants on timeframes for claims processing, and
- external and internal dispute resolution processes.

The Committee invites interested persons and organisations to make submissions addressing the inquiry's terms of reference, which are available at www.aph.gov.au/insurance or by contacting the Secretariat on spla.reps@aph.gov.au or ph 02 6277 2358. Information about making submissions can be found at <http://www.aph.gov.au/house/committee/documnts/howsub.htm>. Submissions can be uploaded directly onto the inquiry webpage or emailed to the Secretariat. The Committee will also accept legible, handwritten submissions addressed to:

The Secretariat of the Committee on Social Policy and Legal Affairs
PO Box 6021
Parliament House
Canberra
ACT 2600

The Committee Chair, Graham Perrett MP, said, "The Committee appreciates that people who have been affected by disaster events and are waiting on their insurance claims may not be in a position to make a submission to the inquiry quickly, so we have extended the deadline to ensure that as many people as possible can be included."

As part of the inquiry, the Committee is conducting an online survey to assess issues concerning disaster-affected communities with respect to insurance claims. The survey gives policy-holders who have made a disaster-related claim in the past five years the opportunity to comment on the coverage of their insurance policy, the adequacy of the information provided when choosing their policy, and the handling of their insurance claim. The Committee strongly urges policy-holders to visit www.aph.gov.au/insurance to complete the survey. The survey will be open until the end of the inquiry in early 2012.

Mr Perrett added, "I encourage everyone to have their say about their experiences with disaster-related insurance claims by participating in the survey or making a submission, or both."

Note: The Committee cannot investigate or make rulings on particular insurance claims, but invites submissions which address the processes of insurance claims and dispute resolution, and invites policy-holders to complete the online survey.

For media comment, please contact the Committee Chair, Mr Graham Perrett MP, on (07) 3344 2622 or 0408 883 312.

For background information, please contact the **Secretariat of the Committee on Social Policy and Legal Affairs**:

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