

## NDIR Submission from Joe and Carol Humphries

Good morning

I wrote to Bill Shorten in regard to the difficulty of obtaining flood insurance cover for a duplex we live in.

Copy his reply is attached.

The reply suggests we use a broker. We live in Qld. We did go via a broker who informed us it was not possible to obtain flood insurance with any company. We did also try several companies ourselves and were not able to obtain cover. We are not in a flood area but always feel we like to be covered for all eventualities.

Suncorp did tell us if we owned both duplexes they would provide cover but because we own one they would not even though the cover we sought was for both duplexes with the payment to be split between the two owners.

We feel this is a most unsatisfactory state of affairs and that we should be able to obtain cover at a reasonable price.

Kind regards  
Carol and Joe

*Joe and Carol Humphries*  
PO Box 903, Caloundra, QLD 4551  
07 5491 8147 0439 821 452  
**joeandcarol99@bigpond.com**



**ASSISTANT TREASURER  
MINISTER FOR FINANCIAL SERVICES AND SUPERANNUATION**

PO BOX 6022  
PARLIAMENT HOUSE  
CANBERRA ACT 2600  
Telephone: 02 6277 7360  
Facsimile: 02 6273 4125

[www.assistant.treasurer.gov.au](http://www.assistant.treasurer.gov.au)

Mrs Carol Humphries  
PO Box 903  
CALOUNDRA QLD 4551

Dear Mrs Humphries

Thank you for your email of 7 March 2011 concerning the availability of flood insurance for duplexes.

The difficulty that many body corporate and owners of duplexes are having in obtaining flood insurance is of concern to me. I believe that the affordability and availability of insurance are key factors in the nation's response to the threat and occurrence of natural disasters.

I have been in regular meetings with the Insurance Council of Australia (ICA) since the Queensland floods earlier this year. In my meetings with the ICA, I have been assured that the industry is making available flood insurance for duplexes and body corporates to purchase – although in some instances there have been price increases since the recent natural disasters. Given the difficulties that you have had in obtaining insurance, I encourage you to seek the advice of an insurance broker.

In relation to the broader issue of the affordability and availability of insurance, on 4 March I announced the Natural Disaster Insurance Review to examine current arrangements for insuring the assets of Australian individuals, small businesses and governments for loss caused by floods and other natural disasters. The Review will consider a broad range of matters, including whether there is adequate and affordable flood insurance available for properties like yours.

The Review Panel will be chaired by John Trowbridge, a former executive member of the Australian Prudential Regulation Authority (APRA), and will report to me by 30 September 2011. The final report will also be provided to the Attorney-General, the Hon Robert McClelland MP, for consideration in implementing the National Strategy for Disaster Resilience as adopted by Council of Australian Governments.

The Review Panel will consult with members of the public and with State and Territory governments. If you have any comments or suggestions on the current state of insurance for floods and other natural disasters, I would encourage you to contact the Review Secretariat at [ndir@treasury.gov.au](mailto:ndir@treasury.gov.au).

I trust this information will be of assistance to you.

Yours sincerely

A handwritten signature in black ink that reads 'Bill Shorten'.

BILL SHORTEN

11 MAY 2011