



Tuesday, 2 July 2024

Independent Review Panel welcomes feedback on General Insurance Code consultation

The Independent Review Panel for the General Insurance Code of Practice (Code) has today welcomed feedback to its Initial Consultation Paper.

The consultation process invited interested stakeholders to provide submissions to the Review Panel between April and June 2024, with submissions now available on the [Code Review website](#).

The Initial Consultation Paper considered the issues in both the terms of reference and the ideas generated as part of the consultations process, and the submissions will inform the development of the Independent Review Panel's first Report and recommendations.

A total of 22 public submissions were made in response to the consultation process, from a wide range of stakeholders.

Helen Rowell, Chair of the Independent Review Panel, expressed appreciation to all stakeholders for their interest in the Code Review and for responding to the Initial Consultation Paper.

"The Review Panel is currently reviewing the feedback and suggestions, and will prepare its first Report in the coming months," Ms Rowell said.

The first phase of the Code Review has concentrated primarily on general topics such as support for vulnerable customers, the interaction between the Code and existing laws and current governance arrangements.

The upcoming second phase will focus primarily on flood related topics, including responses required during catastrophes.

This phase will incorporate recommendations from the Federal Parliamentary Inquiry into insurers' responses to 2022 floods, expected in September 2024.

Opportunities for further feedback to the Review Panel will be available when the second phase of the Code Review begins, acknowledging the interconnected nature of these issues.

Additional information and updates will be posted on [Code Review Website](#).

For media, contact Kate Davies on 0419 723 196.