

Client bulletin

Storms Dudley and Eunice

Storms Dudley and Eunice are predicted to hit UK from Wednesday 16 February with warnings of up to 90mph winds and 'blizzard conditions'. The current forecast shows Northern Ireland, West and Central Scotland and the North of England will be most severely affected, with the police and local authorities already issuing travel warnings.

We're closely monitoring the situation and have already begun preparations across the business. Our response will be a blend of increased resource and utilisation of technology.

We're ready to support your customers

Validation services and PMA

- Colleagues are lined up to work in the evenings and over the weekend as required
- Online claim reporting is being monitored and a full complement of colleagues are on standby to deal with any additional volume that arrives
- Building Claims Inspectors coverage and capacity is good across the country.

Loss adjusting

- The Surge Response Team has been put on notice and are available to travel to any area within 24 hours to support local teams
- Adjusters from the agriculture and rural network, private clients and domestic major loss are available to assist any urgent or large claims at short notice
- Field Adjusters are on notice in all areas where bad weather is forecast
- Digital visits will be used to ensure early inspections for suitable claims
- The diary team are pulling work forward to create field capacity for next week
- We are liaising with Building Claims Inspectors for additional scoping resource as a contingency.

Repair Solutions

- Repair capacity remains good and the team is ready to assist with any increased volume of demand
- Contractors across the network are on notice for urgent or emergency repairs over the weekend

- Supply chain managers are on standby to move into affected areas to coordinate the response, if required.

Incident Response Team

- Online reporting capability is in place for home emergency claims, and on certain client accounts
- We're increasing claims handler capacity across our home emergency lines in readiness
- Appropriate telephone messaging will be in place, including on MaintenanceLine
- Other TPA teams, that are unlikely to be directly impacted by the storms, are on standby to offer any additional support.
- Online claim reporting tools are in place, and these will be utilised to extend capacity

Commercial

- We have adjusters from our offices in Belfast, Glasgow, Newcastle, Liverpool, Leeds and Manchester ready to respond
- Our surge plan is also poised to provide additional capacity from our network of offices located throughout the UK.



Further updates

We will continue to update you as the severity of the storm and its impact on claims volumes becomes clear.

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