

Storm Ellen & Francis

- Storm Ellen hit the UK & Ireland last week and Storm Francis has followed lashing the same region with unseasonably strong gusts of nearly 80mph and heavy rainfall recorded in places at 90mm.
- It is the first time that the Met Office has named two storms in August since it started the practice in 2015.
- The storms have resulted in the UK & Ireland issuing well over 100 flood alerts and warnings, many of which are still in place.
- The strong winds and heavy rainfall have led to localised flooding and wind damage to premises, travel disruption and interruption to power services.

McLarens Response

- We have activated our Surge Plan given the widespread nature of damage across UK & Ireland, as we have experienced a steady increase in loss intake levels from Ellen and more volume is anticipated from Francis over the next week.
- We have a tried and tested Surge Plan which is in place to ensure we control and respond to surge incidents in an appropriate and structured manner.
- This allows us to deliver the highest level of service and technical response for our customers, minimising the impact of claim stress.
- Our operational response is being led by Kieran Gallagher, Executive Director (CAT & Surge) and assisted by David Gillan, Executive Director (Operations).
- Currently, assistance with flood damage is by far the main area of focus. Our team are working with damage reclamation contractors to install dehumidifiers and we are assisting with the rehoming of affected individuals as required.
- Our stable of specialist practices continue to receive a wide range of losses although current intake is moderate and manageable. We envisage no capacity issues.

Outlook

- Our Surge Plan status remains at Red and we are expecting capacity to remain sufficient to continue operating within SLAs.
- We will continue to monitor any specific hotspots over the next 24-48 hours and respond accordingly.
- Storm Francis will develop beyond the UK across the continent.
- No new storm is currently forecast for this month, meaning the next storm will begin with 'A' rather than 'G', as the storm-naming calendar resets on 1st September.
- It's unlikely that the rainfall levels for August will break the record of 167.3mm of rainfall recorded in 1912.

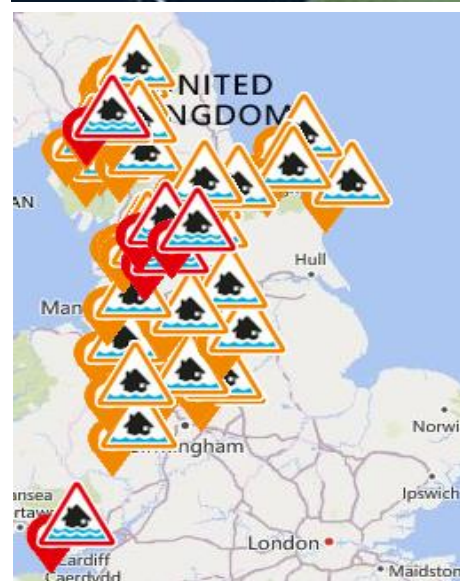
RED ALERT

RED

Surge event in full progress

AMBER

Significant threat of event



McLarens Surge Management Team

Kieran Gallagher
+44 (0)7894 751 867
kieran.gallagher@mcclarens.com

David Gillan
+44 (0)7595 271 989
david.gillan@mcclarens.com

New losses via usual channel or:

UK +44 (0)141 582 1390
glasgow@mcclarens.com

Ireland +353 (0)1 693 1026
dublin@mcclarens.com

Out of hours +44 (0)330 024 9955