

# McLarens Storm Surge Bulletin

## Storm Arwen

**REDALERT**

29 November 2021

- Gusts of 100 miles per hour and temperatures of -10 degrees, accompanied by snow and ice have caused damage and disruption throughout the UK over the weekend.
- Over 200,000 properties affected with power outage, some communities facing their fourth night without power due to the impact of the first named storm of this winter.
- A red alert warning was issued the first since the 'beast from the east' in 2018.
- Telecommunications towers have been affected with mobile phones and wifi connections interrupted raising concern for the vulnerable members of communities.

### McLarens Response

- New loss instructions received over the weekend and today with our adjusters providing first aid advice to our clients' customers, attending site where travel is achievable.
- Our McLarens App has facilitated the capture of damage and early decision making for mitigation works.
- We have activated our tried and tested Surge Plan given the widespread nature of damage across UK, responding to surge incidents in an appropriate and structured manner with focus on the vulnerable given the communication infrastructure damage.
- Our operational response is being led by Kieran Gallagher, Executive Director (CAT & Surge) and assisted by David Gillan, Executive Director (Operations).
- Alan Smith, Mitigation Specialist, is liaising with damage reclamation contractors to respond efficiently to control the extent of damage.
- Our stable of specialist practices continue to receive a wide range of losses although current intake is moderate and manageable.

### Outlook

- Our Surge Plan status remains at Red and we are expecting capacity to remain sufficient to continue operating within SLAs. We envisage no capacity issues.
- We will continue to monitor any specific hotspots over the next 24-48 hours and respond accordingly.

### Surge Management

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### New loss instructions via usual channel or:

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