

Storm Arwen Update

REDALERT

1 December 2021

- Our previous bulletin flagged gusts of 100 miles per hour and temperatures of -10 degrees, accompanied by snow and ice, at the weekend caused damage and disruption in the UK.
- Widespread damage has caused geographical challenges for utility companies and continues to cause disruption with 12,000 properties in rural communities still without power and water supplies.
- Projections are for supplies to be restored on Friday 3rd December, after 7 days.
- Power and telecommunication disruptions impact contact via social media to these communities, there is increasing concern for the vulnerable and elderly members.

McLarens Response

- We have experienced a steady increase in loss intake levels and we anticipate this will continue over the next week.
- Claims are located throughout the UK, with the majority of new instructions from west and east coast locations.
- We have conducted visits on 78% of claims received to date.
- For the remaining 22%, including those received over the past 24 hours, we have established contact and arranged a visit within the next 2-3 days.
- Whilst activating our Surge Plan, our response has been from adjuster home locations, we have not mobilised adjusters out of area, although we continue to monitor the spread and volume of new instructions.
- Our teams will work as required over the weekend, conducting visits, discussing progress with policyholders and preparing reports for reserve and processing of emergency payments.
- The McLarens App has been used to capture damage and agree emergency first-aid measures.
- Alan Smith, Mitigation Specialist, is monitoring the performance of damage restoration contractors to ensure capacity and response within agreed terms, as well as directing the restoration approach.
- Our response is led by Kieran Gallagher, Executive Director (CAT & Surge), with David Gillan, Executive Director (Operations).

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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