

Storms Update

AMBER ALERT

21 February 2022 - UK

- Following storms Dudley and Eunice at the end of last week, storm Franklin has brought further high winds, heavy rain and snow over Sunday and Monday.
- The South, Midlands and North West of England, Wales and parts of the west coast of Scotland have been on yellow alert, with Northern Ireland on amber alert up to Monday morning.
- The Environment Agency has issued 185 flood warnings and two severe flood warnings across England. Severe warnings are in the area around the River Mersey in south Manchester.

“...Spells of rain, hail, sleet and snow across the north of the UK. Heavy showers in the south, Very windy for all...”

Met Office (@MetOffice)

McLarens Response

- It is still early in this storm cycle but we are handling a significant spike of claims from both storms Dudley and Eunice, with a focus so far in the South West and South East of England.
- We have adjusters deployed on storm claims throughout the UK but we have the flexibility to divert additional resource into the hardest hit areas, with adjusters on standby for the high risk flood areas, notably in Manchester and West Yorkshire.
- We are focussing our attention on assisting with early mitigation and claims progression with both on-site and remote video surveys, to best meet the needs of your customers.
- Given this is the third storm over a short period, we anticipate a continued rise in reported incidents and particularly in the commercial sector, where delayed notifications are frequently encountered. Our experience with storm Arwen showed that only 42% of instructions were received within the 7 days of the loss date, and 30% were received over 28 days after the event. We expect the same pattern from the three recent storms, and we are prepared for a long-tail event.

Outlook

- Our Surge Plan status remains at Red but we are expecting capacity to remain sufficient to continue to respond within SLAs.
- We will continue to monitor any specific hotspots over the next 24-48 hours and respond accordingly.

Surge Management

Toby Knight
+44 (0)7715 493 808
toby.knight@mclarens.com

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

New loss instructions via usual channel or:

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

Out of Hours +44 (0)330 024 9955