

## HELPING YOUR CUSTOMERS WHEN THEY NEED US MOST – STORM DESMOND UPDATE

At RSA we monitor weather patterns, predictions and flood levels constantly to make sure we're always prepared for helping your customers when the worst happens. So we already had plans in place to help our commercial customers, their properties and businesses and when storm Desmond hit we immediately mobilised our teams.

Our priority is helping our Commercial business customers get back on their feet and our Claims teams have been working tirelessly to help hundreds of customers who have been left devastated by the latest surge of bad weather.

From our Loss Adjusters on the ground to our desk side experts and our suppliers – everyone has played their part.

We've pulled in resource from across RSA Claims and moved our adjusters around the country to ensure we have the right skills and expertise in the right place to ensure your customers receive the support and advice that they need.

For example: RSA Loss Adjusting Services visited a Commercial customer who owns a holiday park located on the banks of Lake Windermere. Following heavy rain, water rushed over the park causing damage to the main centre and over 100 holiday lodges.

The broker notified us of the claim on Sunday afternoon. LAS contacted the Regional Manager that day to obtain details of the loss and due to the size of the claim, appointed our Major Loss Unit and arranged to visit the following morning.

Thanks to our speedy response, the clear up is now well underway – and while the damage will have an impact on our customers over the Christmas period – the steps LAS has taken so far and the measures they will put in place have helped minimise the loss.

The customer and broker are really pleased with the service they've received.

James Dalton, director of general insurance policy at the ABI, said: "Being flooded is hugely traumatic and insurers have worked round the clock to get the repair process under way, provide immediate payments to people affected and find families somewhere warm and dry to stay.

The flood waters have mostly receded but for affected families and businesses the impact is going to be felt for months. Insurers and their expert teams will be there for the long haul to help communities rebuild and repair."



### Contact Details

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