

Client Bulletin

Issued at 10:45 on Monday 15 October 2018

Callum – the First Significant Winter Storm

It's reported that parts of Wales experienced the worst flooding in 30 years, as storm Callum brought strong winds and persistent rain to many parts of the UK over the weekend. Worst hit were towns and villages along the Welsh rivers of Towy, Teifi, Taff, Cynon, Neath and Usk. Crickhowell was said to be 'an island' as streets flooded and river levels were 'hazardously high'.

Fifteen flood warnings remain in force across the UK, although the worst of the wet weather is now behind us. So far this morning, new claim numbers are relatively low, coming mainly from the Carmarthen area.

Helpline

Helpline staffing was increased in anticipation of Storm Callum and call volumes were moderately increased over the weekend. We're maintaining the enhanced customer support team manning our 24-hour Emergency Helpline until the overall severity of this event becomes clear.

Validation Services Division

New work coming in is currently running slightly higher than business as usual levels. Our locally based Building Claim Inspectors (BCIs) are dealing with the increased volume of storm-related claims as soon as instructions are received.

Oriel Restoration

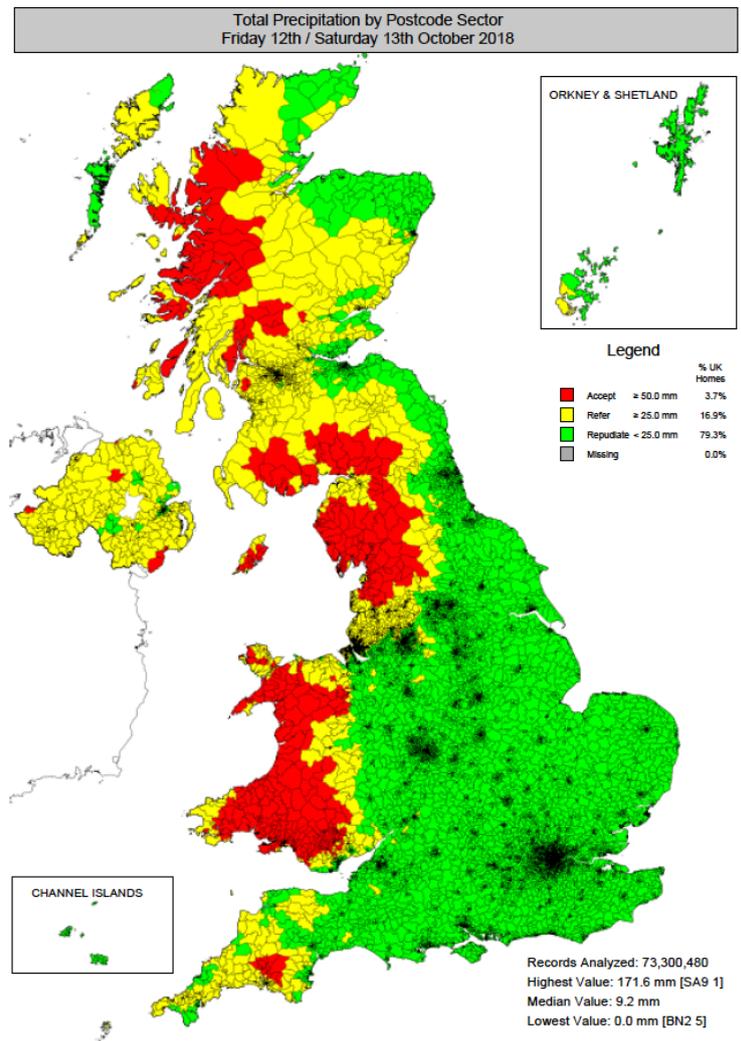
For clients using the Resilience Service or Oriel Restore Direct, we have the drying capacity in readiness to take all new instructions coming in from the worst affected areas.

Loss Adjusting

In the first few hours of this morning, new incoming flood claims numbers have been relatively low. Our adjuster field force, particularly our team in Wales, is on standby and ready to respond to any significant claims, as they come in.

Further updates

We will provide a further update if the volumes of incoming claims should increase significantly.



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