

GAB Robins

Storm Bulletin



Issue Number 1

Current Surge Plan Status; RED

The Big Freeze



Traffic gridlocked on the A3M at Horndean, in Hampshire (Picture courtesy of the BBC)

The severe weather which has affected Scotland, northern England and parts of Wales has now moved south as Britain experiences its longest and most severe cold weather for three decades. The southern counties are currently worst affected. Throughout the country roads, schools and businesses are closed, and we have been advised that several insurance company offices are closed today, particularly in the south of England. The Met Office say there could be up to a foot and a half of snow in parts of the south east.

Despite this, policyholders will still require assistance as claims are now being made for burst pipes and damage caused by heavy snow. GAB Robins are still open for business with our two main Service Centres in Manchester and Brighton remaining open. Many of our staff have struggled through the snow to reach the offices, usually on foot through dreadful conditions, some journeys taking over 2 hours. We are proud of their commitment to the company.

Our digital technology enables us to facilitate collaborative and parallel working across all sites, including home workers, thus maintaining the ability to continue working in any conditions, from any location.

We are also able to divert telephone calls to any location, including mobile phones, to ensure communication lines remain open to our clients and their customers.

Current Activity

Our adjusters are able to visit policyholders in certain parts of the country but road access is impossible in the south, including outer London areas, Kent, Sussex and the East coast. We will ensure that policyholders and our clients are kept fully informed of any problems in attending appointments and where they have to be postponed, advice will be provided and alternative appointments arranged. Further detail relating to the various areas is as follows:

Scotland

Main roads are passable with care - minor and estate roads difficult/impassable. There are many local road closures in NE Scotland. Severe low temperatures are being experienced across Scotland. Some difficulties experienced in attending appointments.

North East

Position worsening - A1 closed in 3 places, A66 Trans Pennine road closed, other roads passable with care. More snow overnight and this morning. Appointments are being maintained on losses.

Yorkshire

Severe snow throughout area – many appointments being re-arranged and policyholders provided with advice.

North West

Severe snow and ice – some appointments in North Wales have to be rearranged.

Midlands

Variable snow but freezing conditions - low number of appointments rearranged so far - East Midlands - most areas accessible other than high/remote areas - travelling times extended. Severe snow in central Midlands

South Wales

Severe snow affecting all areas with difficult driving conditions. Some appointments postponed until access possible.

South West

Widespread snow – some appointments rearranged until access possible.

Northern Ireland

No snow yet but severe low temperatures - no problems with appointments.

South

Heavy snow fell in the central southern areas last night. Adjusters are reporting between 2 and 12 inches of snow and it is still snowing heavily in some areas. Some areas where appointments are booked are completely inaccessible and a number of Adjusters are actually snowed in. but are able to continue remote working. Adjusters are in the process of rebooking appointments.

South East

All Adjusters are out on the road attending visits that are booked whilst communicating with the Policyholders during the course of the day. Further snow is expected here later today and may affect the position of some visits.

South Coast

Some adjusters are able to attend visits but heavy snowfalls continue with resultant disruption to roads etc. The areas with rearranged visits are mainly in central London (due to train disruption), plus PO, GU, BN & RH due to road closures.

North London

A number of adjusters are out on the road aiming to complete all visits. Post code areas with no access due to snow include EN & N

West London

Some visits possible but postcode areas with postponed visits include MK, RG, OX, RG and NW

The situation is under constant review.

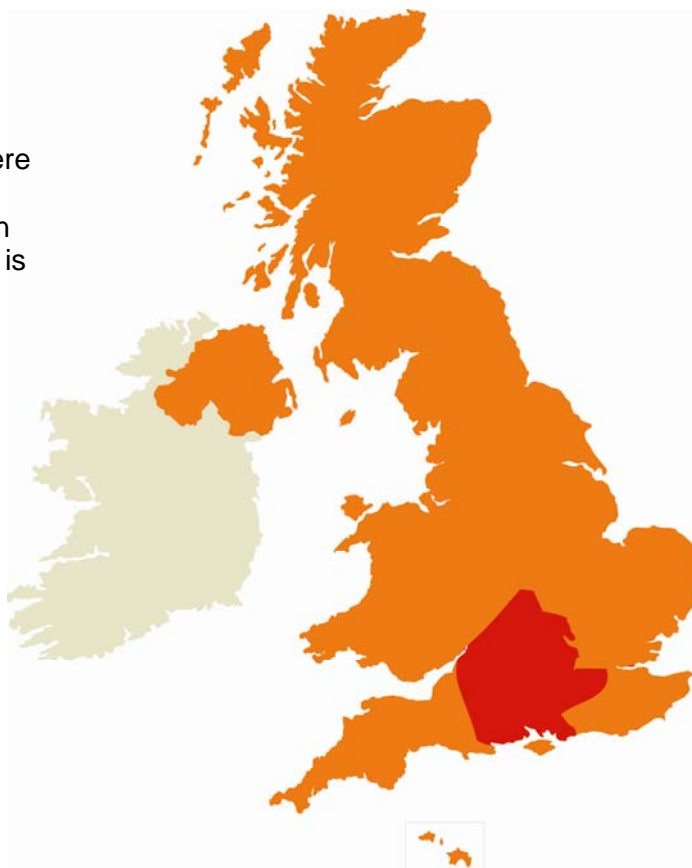
Adjusters have been briefed to make advance calls to the policyholder on cases being visited in the snow affected areas - to advise of potential delayed arrival and to verify that the policyholder can also attend the appointment.

We will ensure that telephone assistance and advice is maintained throughout this emergency.

Expected Activity

Our Surge status will remain at **RED**.

The Met Office have issued widespread severe weather warnings, (orange areas) including an emergency severe weather warning for southern England, (red area) where more heavy snowfall is forecast.





We will issue further bulletins and provide information on general progress of claims and the logistical problems caused by road closures etc. Please contact your Account Managers for any further information or with any queries.

We will continue to provide Insurer specific information and data via the usual channels. Please feel free to contact me if necessary.

George Bentley

Head of Client Services
GAB Robins UK Ltd
35 Great St. Helen's
London EC3A 6HB

Mobile: 07801 036961
Email: george_bentley@gabrobins.co.uk

6th January 2010