



WEATHER ALERT



SURGE INCIDENT: Freezing Conditions

TIME & DATE: 1pm Monday 6th December 2010

Overview:

Overnight temperatures again plummeted with heavy frost and freezing fog patches affecting much of the country this morning. Snow showers have however diminished with fresh falls today forecast mainly for Scotland, Northern Ireland and possibly northern England. The south is likely to remain predominantly dry and bright. Icy roads and freezing fog remain the biggest threats nationwide. Further light snow showers are expected tonight in northern England, northwest Wales, Scotland and Northern Ireland. The Met Office predicts fresh snow on Tuesday, mainly in the north and west. The long-range forecast is for more snow from 16th December onwards right through to Christmas.

Crawford's Response - specific action taken:

Our ClaimsAlert, intake operation remains open 24/7 to receive new instructions. They can be contacted at: 0870 4000400 or claimsalert@crawco.co.uk

Claims volumes continue to rise, especially in relation to burst pipes and EOW (Escape of Water) claims. Our out-of-hours operation saw a further spike over the weekend. The most affected areas are Scotland, Wales and the Midlands with particularly high concentrations in Birmingham and the north east around Newcastle and Sunderland.

This is now classified as a major surge event, which is likely to increase further in scale as more severe weather returns. We are however not experiencing any capacity issues within our adjusting network, managed contractor network - repairNet or Crawford Surveying Services. We are also still adhering to client SLAs.

Our Command Centre continues to coordinate activities (including working over the past weekend) and all Crawford's UK offices are open. Adjuster resource is currently being relocated to where it is most needed. In addition, our team of adjusters have all been issued with technical briefing packs to further assist them when dealing with the types of claim (e.g. Weight of Snow and Burst Pipes) encountered in these conditions. Our team of dedicated Key Account Managers continue to provide their clients with regular bespoke updates on the situation.

Contact:

Should you have claims which require our attention or need more information relevant to this event, please contact any of the contacts shown below:

Gareth Bowers
UK Surge Director
Mobile: 07802 591308

Richard Turner
Client Services Director
Mobile: 07802 591359

We continue to fully coordinate our response to this situation and will keep you apprised as appropriate with regular communication.