

Small Business Claims Case History

Lorega's Claim Experts aim to be on-site within 24 hours to assist the client in managing the loss and preparing and negotiating the claim(s).



Flood damage to Public House—Seawater flooded the entire ground floor of a busy pub located in the harbour environs of a Suffolk seaside town. Close to 1m of water inundated parts of the building. The Lorega Claim Expert attended immediately (a Saturday) to advise on salvaging, cleaning and drying procedures that were needed, and identified perishing stock to facilitate its immediate disposal. The Insurer's adjuster's first visit was ten days after the event. The claim was subsequently transferred to a "major loss" adjuster outside the region and the Lorega Claims Handler accordingly advised on many day-to-day aspects relating to the re-establishment of the business. Careful interpretation of relevant policy wordings during settlement negotiations secured an allowance for undamaged gas appliance extractors that would not otherwise have been admitted into the property claim, and the avoidance of what would have been a significant reduction in the business interruption claim by reason of under-insurance.

Water damage in Public House—A leak from beneath the bar had damaged the flooring in front of the main bar. Whilst the damage was not serious, Lorega's Claim Expert was able to negotiate with the Insurer's adjuster so that additional works could be undertaken to screen off the affected area and allow continued use of the bar and adjacent restaurant. The Claim Expert also agreed that the works should be undertaken outside of normal hours and the additional cost dealt with as an Increased Cost of Working. All of this prevented a much larger claim for closure of the restaurant.

Fire damage to Cafe—The cafe, located in Hackney, suffered a fire in January. There was relatively little buildings damage, but all contents needed to be replaced. The Lorega Claim Expert worked to ensure that customised counters were obtained as quickly as possible and adequate interim payments were made by insurers. The cafe owner was 73 and the Claim Expert had to visit him almost weekly, providing a hands-on approach and a readiness to do most of the work. The cafe owner was more than happy to receive a settlement of £48,000.

Theft from Pro Shop on golf course—There was a ram raid at a golf club and a loss of a considerable quantity of stock. Lorega's Claim Expert liaised closely with the Insurer's adjusters to ensure that authority was given for building repairs to be undertaken without delay. The Claim Expert then worked with the policyholder to ensure that a detailed schedule of the stock loss was submitted. An interim payment was agreed that enabled further stock to be purchased. A temporary shop was set up elsewhere in the clubhouse to mitigate the loss of turnover and the costs of this work were recovered under the policy.

Flood damage to Beauty Salon—Serious flooding affected a beauty salon and treatment rooms, involving loss of numerous items of equipment and stock of products, as well as extensive loss of gross profit due to the drying and repair time. Lorega's Claim Expert assisted the policyholder in obtaining alternative premises so that trading could resume very quickly, and then worked closely with them in collating full claim details at a time when they were focused on maintaining their customer base. The Claim Expert obtained prompt interim payments, which enabled them to continue trading without undue financial difficulty.

Theft of plant from Building Contractor—The claim was for the theft of various items of plant from a builder's yard. The plant was covered on an indemnity basis and it transpired that much of it was of considerable age. Insurers initially proposed settlement with very considerable deductions for depreciation, but Lorega's Claim Expert was able to investigate the models of the items in question and negotiate settlement on a much more favourable basis.

Water damage in Accountant's Office—A serious leak from a central heating pipe in the offices above the policyholder's premises caused extensive damage to the risk address. Lorega's Claim Expert arranged for specialist damage mitigation contractors to be appointed. They assisted in the drying and salvaging process, enabling the policyholder's staff to focus on sorting essential paperwork and maintaining contact with clients. The Claim Expert then liaised with the Insurer's adjuster so that prompt agreement could be reached on those items that were written off, allowing quick replacement of essential IT equipment. Whilst initially it was felt that alternative offices would be needed, the work undertaken allowed the policyholder to remain in occupation and to prevent any ongoing loss of business.

Fire in Motor Trader's Premises—A serious fire occurred in a main dealership garage, affecting both the showroom and the workshop. Lorega's Claim Expert worked with the damage management contractors to ensure they focused on restoring those parts of the showroom that could be utilised. The Claim Expert agreed the claim for loss of stock, net of a salvage value, and also prepared a detailed schedule of damaged contents. Major issues arose over the claim for loss of gross profit but the Claim Expert worked closely with the policyholder's financial director to prepare a statement of claim allowing for budgeted growth. Settlement was finally agreed after negotiations with the Insurer's adjuster and their forensic accountant.