

## Storm Ciara claims paid in full the next day

On a Sunday afternoon in February an automotive garage near Halifax was under half a metre of water. By the close of business the following day they had received their insurance payout in full. Here's how it happened...

Sunday 9th



### 13:44PM - sensor activated

The FloodFlash sensor measures flooding at 0.06m, alerting the team that flooding is underway

### 14:04PM - trigger depth reached

The trigger depth of 0.20m is reported by the sensor. Team FloodFlash begins the claims procedure

### 16:54PM - flood confirmation

Flood depths reported by the sensor now verified, FloodFlash contact the broker to inform them of the claim

### 17:01PM - flood depths peak

The highest flood at the property is recorded 0.47m from ground level, over twice the trigger depth

full claims paid

**28** hrs  
after the flood

avg. claim

£ **65** K

**0**

claims forms

Monday 10th

### 12:01PM - bank details requested

The flood data has been validated, FloodFlash now request bank details for some final checks

### 14:47PM - bank details received

Client and broker work together to get bank details to FloodFlash whilst managing the aftermath of the floods

### 17:40PM - claim approved

FloodFlash and our underwriters share the news that the claim is approved and the payout money is on the way

### 18:01PM - claim paid

The client receive the money in full ready to begin their recovery first thing in the morning

**"This is far and away the best claims process I have ever seen. From your initial notification, to seeing the client today and settlement all in one working day - it is truly amazing!!!"**

**Andy Green, Director, C&C Insurance Brokers Ltd**