

Burnt down, but not out....



1. The Event

A fire devastated the insured's working premises, notably an extension and warehouse facility.



2. The Impact

The fire resulted in the loss of use of both the premises and equipment, meaning a complete cessation in production activity. The repairs were initially estimated to take 12 months.



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3. The Problem

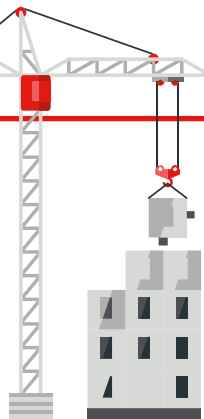
The challenge facing Nadia, the Chubb claims handler, was how quickly she could enable the customer to reinstate business operations and implement an effective repair programme.

Nadia understood the immediate issue and arranged alternative premises for the customer to continue production.

4. The Solution

By employing a specialist company, Chubb was able to identify a repair solution which would shorten the reinstatement period to just seven months.

Managing the event in project mode, the specialists completed rebuilding works ahead of schedule.



5. The Outcome

By acting quickly and employing a specialist, the interruption to the customer's business was limited to just 30 days, whilst a temporary solution was implemented.

The repair was also completed five months ahead of schedule, enabling the customer to return to normal activity sooner. This limited the claim value to €2.6m for the repairs and one month of business interruption.



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Fire at manufacturing property site

Policy Triggered:

Property

The Chubb difference:

- ✓ **Speed**
Nadia was able to reduce interruption to the business to just 30 days.
- ✓ **Solutions focussed**
Nadia knew the most pressing issue was to find temporary alternative premises, allowing production to continue.
- ✓ **Technical ability**
Partnering with a specialist company, Chubb reduced the time needed to complete building repairs.