

## Key Statistics – Storms Desmond, Eva & Frank (Winter 2015)

Relating to the ISS Restoration and Rainbow International's network size and scope and key achievements in surge. Demonstrating our capabilities to mobilise our national resource through effective surge planning.



## Network Highlights

£32 million p.a. of Household / SME sector business

£9 million p.a. of Commercial, Complex & Major Loss business

Over 70 branches, 540 FTE – The largest UK network

Average of 23 miles to an incident

Scope: Small Escape of Water to fully Project-Managed Major Disaster

## Industry leading surge statistics 2015/16

- 2,231 total surge claims received by ISS Restoration
- 1,054 via 18 Loss Adjusting firms plus 1,177 claims direct to ISS Restoration
- Over 200 claims supported from non-contracted Insurers and other Restoration Suppliers
- Only enacted Phase 1 of Surge Plan, 36 branches supporting the 5 local branches (**high mobility**)
- No equipment shortages, all claims served with UK resources
- 'World Class' Net Promoter Score of +64
- Recovered the storms' largest property claim with up to 85 technicians on site

