



Looking back on the wildfires of summer 2022

QuestGates managed a large volume of claims following the wildfires in the South East of England throughout July 2022. Some properties were completely destroyed by intense fires, with policyholders losing their homes, businesses and possessions in a matter of minutes. Our teams worked tirelessly to provide support to those affected, ensuring their safety in the immediate aftermath of the event and helping to assess and rebuild their properties in the proceeding months.

A property in the village of Wennington, images of which featured heavily in media footage of the area during and immediately after the heatwave was just one case we assessed. The property was completely destroyed, including all contents, outbuildings and external features. Our first priority was to ensure that the family were safe and had somewhere to stay. We then agreed for our adjuster, Bonnie Whitaker to meet the customer at their property at 4pm on the day we received the claim following confirmation from the fire brigade that we were able to gain access.

- Emergency payments were made to the policyholder to provide initial support in replacing emergency items.
- Subsequently we arranged for a surveyor to visit the property to assess the damage, and engaged with the policyholder to build a list of all contents completely destroyed by the fire and also arranged longer term accommodation in close proximity to the property.
- Our adjuster remained in contact with the homeowner every few days, providing practical and emotional support in the weeks and months following the horrific loss of their home and possessions.
- The property has since been completely demolished following approval from building control and QuestGates are working with the policyholder and their surveyor to rebuild the property.
- The policyholder has also received a series of interim payments and is starting to replace their contents items.

Nicola Sutton, QuestGates Head of Private Clients, said: “When any claim comes into our Private Clients team the customer is always given first class service, but when that claim is as a result of a life changing event it becomes even more imperative to respond immediately and hold the hand of the policyholder through the traumatic circumstances of losing their home and all of their possessions with no warning.”

Nicola continued, “Our Private Clients team are selected for both their technical ability and personal skills. They are given the time to remain a constant support to the customer, guiding them through the claims process at every step of the journey. Our team ethos is to do the right thing at the right time, and deliver a service that both we and insurers can be proud of.”