

Water damage to luxurious home: £120,000 cash settlement

“Insurance companies employ expert loss adjusters to minimise their liability. I realised I needed to employ an expert to work on my behalf and maximise my claim. Having a loss assessor working for me made a huge difference: I don’t know how anyone without experience of an insurance claim could do it on their own.”

Incident

After a period of torrential rain, the guttering and drainage system in Mr & Mrs K’s substantial and luxurious house in Birmingham simply couldn’t cope. Water poured into the property in three different places, causing significant damage to the entrance hall, TV room and indoor swimming pool complex.

Initially Mr K decided to handle the claim himself, but he soon realised that dealing with the insurer’s loss adjuster was going to be extremely difficult. His very busy life meant he didn’t have sufficient time to deal with the claim, but more than that he appreciated that he didn’t have the necessary knowledge or expertise. When the loss adjuster offered a derisory £30,000 cash settlement, Mr K knew this simply was not enough. He therefore decided to appoint Morgan Clark to handle his claim.

Claim

Morgan Clark immediately brought in specialist surveyors who put together a comprehensive specification covering the re-instatement of the property. According to Mr K, “they opened my eyes to what I could claim. I had absolutely no idea that the cover extended as far as it did”.

Morgan Clark compiled an exhaustive claim for a cash settlement which included not just buildings and contents but also payment in lieu of moving into alternative accommodation. It was proving impossible for Mr K to find somewhere for his family to live locally: any property of a similar standard to his damaged house would have cost a prohibitive £10,000 a month to rent.

Results

After intense and extended negotiations, the insurer’s loss adjuster agreed to Morgan Clark’s total claim for a cash settlement of £120,000: four times the original sum offered. According to Mr K, “when I look back I realise the loss adjuster was a rogue. It goes against common decency after we’d gone through such a traumatic incident to then be offered a fraction of what we lost.”

“I didn’t have either the time or the expertise to deal with the loss adjuster. Morgan Clark opened my eyes to what I could claim. In the end they achieved a settlement four times the original offer, which more than made up for the terrible experience we went through.”

Call us today on 0800 0975156 to discuss how we could help with your insurance claim.

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