



CAT Alert

249mm

RECORD RAINFALL for AUCKLAND on 27 JANUARY 2023

At 9pm Friday evening, 27 January, MetService upgraded their orange warning to a red Heavy Rain Watch Warning for Auckland region, after of downpours of 80mm per hour. Overnight, major flooding occurred across the region with many houses evacuated, roads closed including state highways, and a state of emergency was declared.

MAKESAFE AND EMERGENCY WORKS

Our **ModeConnect** team has been mobilised to assist with make safe and emergency works, including strip outs. **Mode Building Consultancy**, Quantity Surveying and Architectural and Design services are all available for instruction and to assist with reinstatement works.

We have an exclusive dedicated flood restoration and sanitisation partner, which brings additional capacity to the industry. They have procured additional equipment from out of region in anticipation of expected volumes.

LOSS ADJUSTING SERVICES

We've been working through the logistics with the closure of Auckland Airport, but we are mobilising **loss adjusting resources** as much as possible, using alternative transport methods – driving into Auckland or flying into nearby locations to assist with Priority 1 claims and emergency work.

We are expanding our **dedicated virtual team** to ensure we are accurately triaging and prioritising vulnerable clients who have immediate needs and where possible, desk assessment and virtual desktop services will be utilised.

We have secured a number of resources from our international McLarens business and will be arranging their travel into NZ in the coming days.

Travellers met with unexpected obstacle at Auckland Airport



Source: Facebook / Sher Singh



CAT Alert

SPECIALIST and COMMERCIAL SERVICES

With the number of commercial and technical claims anticipated from the event, we are optimising our response by creating task-focused pods between **Specialist and Commercial Loss Adjusters**. Additionally, our experienced **Forensic Accounting Services** team is responding to claims as a result emerging business interruption losses.

With a large number of flooded basements in the CBD with associated electrical faults, we have Auckland based specialists who will be involved in these claims.

Our **Marine team** is also available to inspect losses to vessels arising from rough seas.

HOW YOU CAN HELP

With the influx of expected claims, we ask that you take additional steps and supply us with as much information as possible. While we are working as quickly as possible, your own assistance in managing expectations for your customers will also assist to ensure a smooth and efficient service - not only through the triage and assessment period, but ongoing as the response develops and repair and reinstatement work begins.

DEDICATED RESOURCE

We have set up event-specific email inboxes. Please direct your teams to use these.

We're prepared and ready to assist, whatever the situation.

CONTACT US NOW.

**Loss Adjusting
Services**

Email: [HERE](#)
or call
0800 765 848

Mode Services

Email: [HERE](#)
or call
0508 677 677



Dean Garrod
MANAGING DIRECTOR
+64 274 424 055 | Mobile
dean.garrod@mclarens.co.nz



Mathew Hessian
GENERAL MANAGER – CUSTOMER SOLUTIONS
+64 272 013 710 | Mobile
mathew.hessian@mclarens.co.nz



Kristen Harris
GENERAL MANAGER – BRANCH OPERATIONS
+64 274 505 106 | Mobile
kristen.harris@mclarens.co.nz



Danie Keyser
HEAD OF SPECIALIST SERVICES
+64 212 722 177 | Mobile
danie.keyser@mclarens.co.nz



Janine Mostert
NATIONAL CLIENT RELATIONSHIP MANAGER
+64 272 869 315 | Mobile
janine.mostert@mclarens.co.nz