



Crawford responds to claims in Vanuatu

Over the past couple of weeks, an experienced Crawford & Company CAT team from Australia and New Zealand has been working in Vanuatu to support insurers and property owners following the damage caused by the destructive Cyclone Pam.

The cyclone, which hit the islands on Friday 13 March with winds of 250kmph and heavy rainfall, has left serious structural damage to commercial as well as residential buildings. Two of the adjusters who are currently working on the grounds of Vanuatu are Scott MacGregor and Jonathan Vaisey. They are sending regular updates on the situation and handling claims for local and international insurers.

Matt Donnelly, National Operations Manager, Crawford says: "The damage that we see here is very bad, particularly to the structures that haven't been well built in the first place. People in more remote areas build their homes from bamboo and thatches which have left them without a roof over their heads. The buildings that have better construction have survived the tropical storm; in many cases incurring only superficial damage."

Crawford has been instructed on a number of claims including commercial buildings which include a local university and a number of holiday resorts. We have also received a one off claim for damaged mobile phone infrastructure on the main Island.

Cyclone Pam displaced thousands of families and the adjusting team has witnessed the complete devastation of vulnerable communities, but is now beginning the long process of recovery.

"Whilst we are assessing the full scale of this disaster we also witness how Vanuatu's people begin to rebuild their lives. We are here to help with the process as much as we can," says Matt.

If you have any claims which require our attention, please contact

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