



Ascend Broking Group

Business Insurance Solutions

CASE STUDY

How We Helped a Veneered Wood Panel Manufacturer Stay in Business After a Fire

This case shows the vital role brokers play during complex insurance claims. By understanding the business in depth, we created a tailored plan that helped them stay operational during the disruption. Flexible policy tools like 'Increased Costs of Working' and expert input from a forensic accountant were key in minimising the fire's impact.

For manufacturers relying on specialised equipment, working closely with your broker is essential. Planning for worst-case scenarios can protect your livelihood and keep your business running.

Thanks to the right cover and swift action, the business recovered—proving the value of strong insurance and expert support in a crisis.

KEY BUSINESS ACHIEVEMENTS

DETAILED
CLAIMS REVIEW

FORENSIC
ACCOUNTANT
ENGAGED

IMMEDIATE
TEMPORARY
TRADING
SOLUTION

TURNOVER
£5M



DETAILED GROSS PROFIT ANALYSIS

£5M
TURNOVER



PRODUCTION
CAPABILITIES
MAINTAINED



LOSS ADJUSTERS ON
SITE WITHIN 24 HOURS

THE PROBLEM

A leading veneered wood panel manufacturer suffered major disruption after a fire broke out in their external extraction hopper.

- The fire was caused by a spark from machinery, igniting material in the hopper and blowing out factory windows.
- Direct damage was limited, but the inoperable extraction system halted all production.
- With machinery offline, the business faced significant financial risk and needed to act quickly to protect operations and staff.

THE SOLUTION

We acted quickly to assess the damage and support the business in resuming production.

- Visited the site the day after the fire with loss adjusters to assess the situation.
- Prioritised getting the factory operational at reduced capacity.
- Arranged five portable extraction units to maintain around 50% production output.
- Approved overtime for staff to help recover lost time and boost output.
- All additional costs were covered under the policy's 'Increased Costs of Working' section—highlighting the value of comprehensive cover in times of crisis.

Contact the award-winning specialists

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