

Case Study

Fire Damage



The Claim

Tumble dryer fire and substantial damage - £200,000

The insured's son put some clothes into the tumble dryer and left the property. The insured's daughter was asleep upstairs when a fire developed in and around the tumble dryer. The fire then spread to ignite nearby combustibles, resulting in substantial damage to the property.

The direct fire damage was thankfully limited to the basement area, however the entire house and contents were impacted by smoke contamination.

When insuring valuable and prized possessions and high value items it pays off to seek the advice of a specialist broker. At Ascend Executive we are determined to find our clients a policy that suits them the best. It is vital for you to use Ascend Executive before a loss occurs in order that your possessions and properties are covered properly. Our policies also allow for you to insure a number of properties and possessions on one policy, hence making life easier for you. Our aim is to make our service as efficient and professional as possible so that life is made easy for you.

Visit www.ascendexecutive.co.uk to find out more.

What we did:

The property was completely uninhabitable. Our insurers Major Complex Loss Team were appointed and swiftly visited the customer's home. We arranged to relocate the insured and their family to a suitable location whilst work was completed. When the family were able to return home, they were greeted with a hamper of goodies to welcome them back!

What the customer said:

"It's been a pretty challenging month on so many fronts, however the support that we have had from you has been fantastic, making all that is grim and difficult much more manageable. Having a 'proper' home base and getting some plans in place to put things right feels like real progress is happening, and celebratory champagne (sent by the insurer) hopefully marks the beginning of the next stage."



Ascend Executive

Personal High Net Worth Insurance Solutions

Our Awards

Since our inception in 2017 we have sought to provide an innovative, local and personal service to our clients.

Our goal is to be the best, not the biggest and our unique approach has recently been recognised in the insurance industry in the following highly respected awards.



Ascend Executive
Personal High Net Worth Insurance Solutions

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