



Case History

Prompt Action Rescues Policyholder

Rainbow was recently instructed on the restoration of contents following a fire at a large home in Aberdeen.

There were over 20 rooms within the home that were affected by smoke and soot damage and a great deal of restoration work to both contents and the building was required, to return the property back to pre-incident condition.

Rainbow was on-site promptly after receiving their instruction, to begin the clean up operation. They found when they arrived on-site there was no sign of the restoration supplier for the buildings side of the claim.

The policyholder, encouraged by Rainbow's swift response to their claim, insisted that Rainbow also carried out the building restoration which resulted in a major project for the local branch in Aberdeen.

The policyholder was so pleased, not only with Rainbow's response but also the speed and efficiency of the restoration work that they took time to drive out to Rainbow's offices (approx 40 minute drive from the policyholders property), to hand in a "thank you" card, bottle of wine and box of chocolates.

The card read - "Many thanks to you all, your wit, sense of humour and professionalism helped me get through the awful time of the fire".

Key Facts

Service

- Fire Restoration

Location

- Scotland

Services Employed

- Fire Damage Restoration
- Building Restoration
- Contents Restoration



We Restore,
You Recover™