

## From Ashes to Ashes: Arch Insurance Enables Second Innings for Stuart Broad's Pub

### Claims Case Study

When cricket stars Stuart Broad and Harry Gurney's pub, The Tap & Run, was devastated by fire on June 11, 2022, Arch Insurance UK demonstrated its exceptional claims handling capabilities through rapid response and comprehensive support.

The popular Upper Broughton establishment faced complete destruction, making headlines across major networks and threatening the future of this cherished local business. However, Arch Insurance's swift and decisive action turned a potential catastrophe into a remarkable recovery story.

### The response

When the owners contacted Arch's Out of Hours line, the claims team quickly mobilised, engaging Sedgwick Major Loss Team for on-site assessment. Arch promptly confirmed policy liability, providing crucial peace of mind to the owners during this challenging period.

Throughout the rebuilding process, Arch facilitated seamless collaboration between all stakeholders, including adjusters, surveyors, and contractors. This coordinated approach ensured efficient project management and optimal outcomes. Arch remained supportive throughout the year-long reconstruction and maintained ongoing client service excellence.

### The results

The Tap & Run reopened on June 29, 2023, achieving record bookings in its first weekend. The final losses remained well within allocated reserves, showcasing effective cost management. Throughout the process, the owners could focus on rebuilding rather than wrestling with insurance complications.

This case exemplifies Arch Insurance's dedication to providing outstanding support during crisis situations. By combining prompt response, expert assessment, and continuous collaboration, Arch not only facilitated The Tap & Run's recovery but also helped position it for future success.

**“We are so grateful for their early decision on this. They have been understanding, professional and worked quickly to settle the case.”**



**Winner**

5 Star Claims Winner, 2024