

A Christmas Miracle: CATS Rescues Holiday Travel Plans with Speedy Laptop Repair



Key Facts

- ✓ The insured suffered damage to laptop over busy Christmas period
- ✓ Policyholder needed a timely repair
- ✓ CATS collected, repaired and returned in 3 days' time
- ✓ CATS also saved the insurers £950 on this claim

The Claim

The insured had suffered accidental damage to a MacBook Pro laptop. The local Apple Store had said they could only repair by mid-January due to it being incredibly busy. The policyholder was due to travel to the USA in early January so needed the equipment repaired before the date offered by Apple.

The Resolution

CATS were able to collect the laptop, repair it and return within three days over a busy Christmas period. Furthermore, CATS engineers were able to identify more damage than originally identified by Apple. By using CATS services, the insurers saved 47%, £950 on the total amount claiming.

The insured said "CATS came to the rescue! They literally pulled out all the stops to ensure the laptop went without any delays. Less than a day of repair work meant the working laptop was returned that same week and in plenty of time before I flew off! Please also note that this was all done the week before Christmas when most companies are winding down – Simply mind blowing, incredible service."

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Talk to us about your technology claims



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