

Prevention Guide

Extreme weather



#LALUXPrevention

Extreme weather phenomena are multiplying in our regions and can cause considerable damage: storms, heavy rain, thunderstorms or hailstones. Damaged roofs, destroyed vehicles or flooded cellars... The consequences are often expensive and can represent a real danger. By adopting suitable preventative measures and taking considered action before, during and after these events, you can protect your property and significantly reduce the risks.

DON'T WORRY
be happy

BEFORE A STORM

Be well prepared for extreme weather with the following measures for your home:

- Regular inspections (roof, facade, and windows), prioritize resistant materials
- In case of recurrent flooding, avoid installing electrical appliances or heating systems in cellars and use waterproof materials to limit damage

Heavy rain

- Backflow valves
- Waterproof windows
- Effective pumps

Storm

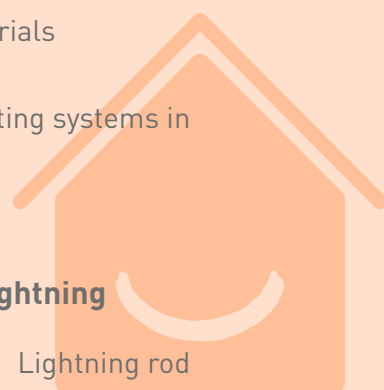
- Secure objects
- Trim trees
- Bring in furniture

Hail

- Bring in pets
- Protect windows
- Move vehicles to shelter

Lightning

- Lightning rod
- Surge protection
- Electric backup



DURING A STORM

- Stay indoors
- Avoid forests, open spaces, and bodies of water
- Close windows, doors, and shutters to limit damage
- Unplug electrical appliances in case of lightning risk
- Secure valuables on upper floors if flooding is possible
- Call 112 only in case of a genuine emergency



AFTER A STORM

- Do not enter a damaged building
- Access flooded cellars only after cutting off electricity and gas
- Document the damage (photos, videos), note the time, duration, and intensity of the event
- Cover damaged roofs or windows, protect your furniture and electrical appliances from moisture
- Call professionals in case of imminent danger (firefighters, craftsmen, experts, electricians, plumbers, etc.)
- Contact firefighters for water pumping after flooding

IN THE EVENT OF A CLAIM

Has your home been affected by a storm? Stay calm and follow the steps below for quick and adequate compensation:

- **Inform your insurance agent** as soon as possible to report the damage and provide a complete file
- **Documents to provide:** Detailed inventories of furniture, appliances and equipment, invoices or purchase receipts for damaged goods, photos or videos of the damage, proof related to emergency measures or temporary repairs (invoices or receipts, fee notes, estimates, reports from rescue services, etc.)

Useful links: meteolux.lu, inondations.lu, infocrise.lu or download the LU-Alert app