

Case Study

Morton's The Steakhouse

With more than 75 upscale restaurants located in the U.S., Canada, China, and Singapore, Morton's The Steakhouse wanted to be prepared for property losses, particularly those stemming from a catastrophic event. Morton's forged a relationship with Aon, a firm that could facilitate handling loss, from day one to resolution. Morton's chief concern was mitigating business interruption – its focus was the expeditious restoration of property to minimize downtime and negative impact on employees.

The client's flagship New Orleans location took a heavy hit when Hurricane Katrina slammed into the Gulf Coast. Aon's 'Aon Global's Rapid Response' consultant was on-site within 24 hours to coordinate recovery efforts, determine the extent of the loss, field the client's questions, and provide Morton's operations staff with clear and detailed suggestions on damage mitigation.

Avoiding time delays, Aon immediately deployed its 'Aon Global's Rapid Response' construction specialists to evaluate and estimate the physical damages. Working together, Aon and Morton's prepared a comprehensive claims package for the carrier to further reduce time spent on claims processing.

Aon coordinated damage response teams and worked with carriers, freeing Morton's staff to respond to employee's concerns. All in all, the 'Aon Global's Rapid Response' approach reduced downtime to a few weeks, and Morton's The Steakhouse was among the first restaurants to resume operations in the greater New Orleans area.

*Ron DiNella
Sr. VP, Chief Financial Officer
Morton's The Steakhouse*

