



## AN EARTHQUAKE RIPPED THE HEART OUT OF THEIR CITY.

### WE HELPED BRING IT BACK TO LIFE.

This part of the world is well known for its ruins of past civilisations.

Living just 60 miles (100km) NE of Rome, the residents of L'Aquila take great pride in the continuation of their traditions and way of life. It hasn't always been easy for them as earthquakes mark the history of the town which sits atop a hillside in the middle of a narrow valley.

There hadn't been a serious tremor for well over 50 years, when in the early hours of April 6th 2009, while people slept in their beds, a powerful earthquake made the town its epicentre. Centuries of hard work were undone in moments.

295 people died that morning. Hundreds of properties; houses, businesses, hospitals and churches were destroyed. Men, women and children had to run for their lives. Some 15,000 people lost their homes and were forced to seek shelter in tents or alternative accommodation.

The local community desperately needed medical treatment, but the local hospital had been badly damaged by aftershocks and had

closed, compounding an already dreadful situation. We sent a team of 20 claims specialists, engineers and lawyers to help. Their brief was simple – get the hospital up and running again as quickly as possible. Important medical documents that were buried were recovered and we made an advance payment of €5 million to aid the process. In May 2009 the hospital opened its doors to patients again.

RSA also had another 1,500 customers in the province, so we set up a free 24-hour helpline. In the circumstances, we also allowed policyholders to delay their regular monthly payments and ensured they were covered in the interim.

We are proud to have played our part in helping the families of L'Aquila to start to rebuild their town and their lives – it's something they've had to do many times over the centuries.

From the epic to the everyday, we continue to help the world's people and businesses move forward. To learn more, visit [RSA300.com](http://RSA300.com)

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