

MediaRoom

## Farmers Insurance Displays Mobile Catastrophe Command Center Bus and Customer Care Vehicle (CCV) at Annual International Association of Fire Chiefs (IAFC) at McCormick Place

PR Newswire

Farmers Insurance Group of Companies® will have on display one of its Mobile Catastrophe Claims buses (MCC), and a Customer Care Vehicle (CCV) at the IAFC annual convention at McCormick Place, Chicago, August 26-28.

(Logo: <http://photos.prnewswire.com/prnh/20080605/LATH062>)

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"Three Farmers' MCC's and 39 CCV's stationed throughout the country enable the Farmers Insurance Catastrophe teams to respond quickly and effectively to disasters and are the center-point for handling claims and servicing customers," explained Paul Quinn, Assistant Vice President of Claims Communications. "These vehicles have high tech, state-of-the-art communications equipment on board."

"We meet and work with firefighters throughout the United States at fire disaster sites every year. They are truly dedicated to saving lives and protecting property and we couldn't be more proud to be a part of the annual IAFC convention," Quinn stated.

The Command Center bus is 45 feet long and equipped with various advanced technology, such as built-in GPS navigation, security / safety system, noise-reduction generator, and in-motion satellite TV which allows Command Center personnel to track inclement weather and urgent news reports when all other forms of communication are unavailable. It can be dispatched in a moment's notice to any catastrophe in the contiguous United States. Follow the Catastrophe Bus on Twitter at Farmerscatbus.

"At the scene of a catastrophe, Farmers' policyholders will be notified via the media and their agents where the catastrophe mobile center will be located. Also, Farmers has a national claims number 1-800-HELPPPOINT that can always be called for assistance following a catastrophe," stated Randy Cooper, Farmers Illinois State Executive Director.

The CCV is one of a fleet of 39 trailers that are stationed in states throughout the country. They are 25 feet long and have communications equipment and supplies ready to help customers with their claims at a disaster. It is pulled by an SUV to any disaster site.

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Contact: Jerry Davies  
213-400-4459  
[jerry.davies@farmersinsurance.com](mailto:jerry.davies@farmersinsurance.com)

First Call Analyst:

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