

MediaRoom

Farmers Insurance Personnel, Mobile Claims Center, Customer Care Vehicle on the Way to San Bruno Fires

PR Newswire

With more than 50 homes destroyed, many injured and in hospitals in San Francisco, Farmers Insurance State Executive Director John Weaver, agents, district managers, claims personnel and state office employees are contacting and getting help to Farmers customers who may have suffered damage, lost their homes, or been evacuated in the terrible San Bruno fire.

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"We are working to reach our customers as soon as possible," Weaver said.

Jim Westerman, Farmers Pacific Zone Senior Vice President urges all Farmers customers with damage, or who have been evacuated to please call their agent or call Farmers' 24-hour-claims hotline:

HelpPoint (800-435-7764) for immediate assistance.

Spanish-language claims assistance is available to Farmers customers by calling 877-RECLAMO (877-732-5266).

Foremost Insurance customers can call: 800-527-3907.

21st Century Insurance customers can call: 888-244-6163

"We offer our prayers and assistance to all who have been affected by these fires," Westerman said.

Farmers Assistant Vice President of Claims Communications, Paul Quinn said that Farmers has also deployed a state-of-the-art communications Mobile Command Claims bus (MCC), and Customer Claims Vehicle (CCV) to the San Bruno area from Los Angeles. "Our claims vehicles will be at the evacuation center in San Bruno tomorrow morning," he said. "The MCC and CCV, in addition to helping Farmers customers, also has satellite phones and laptops for victims of the fire to use, plus water, food and supplies for Farmers customers and non-customers alike. We are monitoring the fire closely and want everyone to know that we are there to help."

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