

## Farmers Insurance Continues to Monitor the Carlton Complex Fires in Washington with Local Claims Representatives Already Assisting Customers

LOS ANGELES, July 21, 2014 /PRNewswire/ -- At 237,890 acres burned and only 2 percent containment as of this morning, the Carlton Complex fires have led to the evacuation of hundreds of residents and damaged an estimated 100 homes. While firefighters continue their efforts to control and extinguish the fire, Farmers Insurance has already begun assisting affected customers and is prepared to begin delivering frontline assistance.

Farmers Chief Claims Officer Keith Daly emphasized that Farmers claims teams are currently in the area. In addition, Farmers catastrophe professionals are monitoring the situation from their national headquarters, monitoring the perimeter lines of the fire and utilizing geo-technology to identify customers who may be affected. Local Farmers agents are also proactively reaching out to some customers.

Customers can follow the Farmers catastrophe response on Twitter @farmersresponse, by visiting our [Farmers Facebook](#) page or by going to our website: [www.farmers.com](http://www.farmers.com).

"We consistently work to pro-actively help our customers file their claims and handle them as quickly and efficiently as possible," Daly said, "Farmers Insurance understands the desire of our customers to get back to their lives and put their claims behind them."

Daly advises that all Farmers customers who suffered damage from the fire should file their claims at [www.farmers.com](http://www.farmers.com), via the Farmers Insurance iClaims app, or by calling the 24-hour claims center. Customers can also follow Farmers on Facebook, Twitter and Farmers.com for additional updates.

**Farmers Claims Contact Center number: 1- 800-435-7764.**

**Foremost and 21<sup>st</sup> Century customers can also use the 1 800-435-7764 number for immediate assistance.**

**Bristol West customers can call 1-800-274-7865 for immediate assistance.**

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

### About Farmers

Farmers Insurance Group of Companies is a leading U.S. insurer group of automobiles, homes and small businesses and also provides a wide range of other insurance and financial services products. Farmers Insurance is proud to serve more than 10 million households with more than 20 million individual policies across all 50 states through the efforts of over 50,000 exclusive and independent agents and nearly 22,000 employees.

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