

MediaRoom

## As Valley and Butte Wildfires Spread Through Northern California, Farmers Insurance Catastrophe Claims Teams Help Customers

LOS ANGELES, Sept. 14, 2015 /PRNewswire/ -- Fast-moving wildfires spreading through Lake, Amador and Calaveras Counties, in Northern California, have burned more than 100,000 acres, leading to the evacuations of hundreds of homeowners and threatening nearly 8,000 structures. In response, Farmers Insurance catastrophe claims representatives have been dispatched to the affected areas and are helping customers impacted by the fires.

Farmers Chief Claims Officer Keith Daly noted that the Farmers catastrophe claims teams are currently on-site and have already been providing front-line assistance to area residents.

"Our Mobile Claim Center bus has arrived at the Calistoga Fairground and our specially-trained claims professionals have already begun helping members of the community, whether they are Farmers customers or not," said Daly. "We encourage all Farmers customers impacted by these devastating fires to immediately file their claims at [www.farmers.com](http://www.farmers.com), via the Farmers Insurance Claims app, or by calling the 24-hour claims center, 800-435-7764.

In addition to the MCC, Farmers has also deployed a specially-equipped Customer Care Vehicle (CCV) to The Grocery Outlet on State Hwy 49-88, Suite 9, in Jackson, Calif.

Customers can track the exact location of the Farmers Insurance MCC and CCV by following @farmersresponse on Twitter, by visiting our Farmers Facebook page or by going to our website: [www.farmers.com](http://www.farmers.com).

"Farmers takes great pride in our ability to help our customers in their time of need and to be available throughout claims handling process," Daly added.

Customers needing assistance can reach Farmers Claims personnel, 24 hours a day by calling:

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 Insurance**

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 over 19 million individual policies across all 50 states through the efforts of over 50,000 exclusive and independent agents and approximately 22,000 employees. Farmers Insurance Exchange, the largest of the three primary insurance entities that make up the Farmers Insurance Group of Companies®, is ranked No. 264 on the 2015 Fortune 500 list of largest companies.

For more information about Farmers, visit its Web site at [www.farmers.com](http://www.farmers.com), on Twitter @WeAreFarmers or at [www.Facebook.com/FarmersInsurance](http://www.Facebook.com/FarmersInsurance).

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