

As Tornadoes and Severe Weather Move Through Multiple States, Farmers Insurance Catastrophe Claims Begin Assisting Customers

Insurer group urges residents to monitor continued severe weather

LOS ANGELES, Dec. 28, 2015 /PRNewswire/ -- Responding to tornadoes and other severe weather over the weekend, Farmers Insurance® has deployed its specially-trained Catastrophe Claims Team to begin assisting customers.

In addition to claims handling staff, the Farmers Mobile Claims Center (MCC) catastrophe bus is in the area and has begun providing on-site assistance to residents in Texas. Farmers Insurance personnel are assisting customers file claims on the spot and are providing storm victims with basic necessities. Currently, the MCC is located in the Target parking lot at 4701 Lakeview Parkway, Rowlett, Texas, 75088. Customers can visit the MCC to file claims and ask questions during operating hours from 8:00 a.m. until 6:00 p.m.

Catastrophe claims staff have also initiated triage at this time, via geo-technology, to identify customers located in the areas where damage occurred.

Farmers Insurance encourages everyone in the area to closely monitor the weather and stay safe as additional storms are expected to move through Friday and Saturday.

To aid residents in preparing for additional potential severe weather, Farmers Insurance urges residents to:

Before a Storm

- Prepare an emergency supplies kit
- Have a plan of action
- Secure your home

During a Storm

- Keep portable radio on and with you
- Put as many walls between you and the storm

After a Storm

- Watch for potential hazards
- Check your home for damages
- Protect your home with some temporary repairs

Additional tips are available at: <http://www.farmers.com/catastrophe/tornado-and-hurricane-preparation/>

Customers can find out the exact location of the Farmers Insurance MCC by following @farmersresponse on Twitter, by visiting the Farmers Facebook, www.Facebook.com/FarmersInsurance page or by going to the Farmers website: www.farmers.com.

Farmers customers who suffer damage from the storm should file their claims at www.farmers.com, via the Farmers Insurance Claims app, or by calling the 24-hour claims center.

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

Foremost and 21st 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 more than 19 million individual policies across all 50 states through the efforts of over 50,000 exclusive and independent agents and approximately 22,000 employees.

For more information about Farmers, visit its Web site at www.farmers.com or at [www.Facebook.com/FarmersInsurance](https://www.facebook.com/FarmersInsurance).

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