



Mercury Insurance is Ready to Help Victims of the Camp Fire

Mercury policyholders should call (800) 503-3724 to file a claim as soon as possible

Mercury emergency response team will be in the Kohl's Chico parking lot until Dec. 9

LOS ANGELES, Calif. – Authorities have issued evacuation notices for Californians impacted by the Camp Fire and Mercury Insurance is ready to assist homeowner policyholders who have had to leave their homes or whose property has suffered fire damage. Mercury representatives are available to help with claims (<http://www.mercuryinsurance.com/insurance-claims/how-to-file-insurance-claim.html>) and the Mercury Insurance emergency response team will set up at the local evacuation center:

- Kohl's Chico Parking Lot
1505 Springfield Drive
Chico, CA 95928
- *Last day for the mobile site will be December 9 with operating hours from 9 a.m. to 5 p.m.*

“It’s important for everyone to get to their families and pets to safety by following evacuation orders,” said Mercury’s VP of Property Claims Christopher O’Rourke. “Mercury is here to help our customers with their claims 24 hours a day, seven days a week. Policyholders should call the Mercury Claims Hotline at (800) 503-3724 to report losses as soon as possible, so we can begin to help.”

If a claim needs to be filed, O’Rourke advises policyholders follow a few simple procedures to help speed up the process.

When filing a claim

- Contact Mercury immediately to report your loss.
- Be prepared to provide your policy number.
- Do not remove debris or damaged property that may be related to your claim.

Steps after filing a claim

- Prepare a detailed inventory of destroyed or damaged property.
- Offer photos or video tapes of your home and possessions to your adjuster, if these are available.
- Keep records and receipts for additional living expenses that were incurred if you were forced to leave your home and provide copies to your adjuster.