

Wildfire Claims Checklist

CREATE A PLAN BEFORE A WILDFIRE STRIKES

- Designate an emergency meeting location outside of your neighborhood
- Plan several different escape routes from your home/community, both by car and by foot
- Designate a contact outside of the community as a source of communication for household members
- Make sure your vehicle has a full tank of gas, as gas stations might be busy or closed along the evacuation route
- Tune in to local television and radio stations for updated information on when evacuations might happen and if any roads will be closed because of the fire
- Prepare an emergency supply kit
- Discuss with your children what will happen should a wildfire strike while they're at school

BEFORE EVACUATING YOUR HOUSE

- Turn off water heater pilot light
- Turn off HVAC pilot light
- Turn off air conditioning and fans
- Turn off propane tanks, Turn gas off at the meter
- Close fireplace damper
- Connect garden hoses to all outside faucets
- Leave your exterior house lights on so it is visible in darkness or smoke by emergency crews

WHILE YOU'RE EVACUATED

- Contact your homeowners insurance agent and get your policy number
- Report if you were forced to leave your home due to a mandatory evacuation orders by local municipalities or law enforcement
- Inquire about additional living expenses as Mercury to help arrange for temporary housing and provide financial assistance
- **Keep all dated and itemized receipts for expenses you accumulate during and following the evacuation for hotel/ temporary housing, meals, laundry, etc.**

RETURNING HOME AFTER THE FIRE

- Do not enter your home until it has been deemed safe by fire officials
- Dispose of any food that has been exposed to heat, soot or smoke
- Do not dispose of damaged items
- Do not use water that could have been contaminated to wash your hands, prepare food or make ice
- Wear thick-soled shoes and leather gloves to protect your hands and feet from hidden embers or hot spots

FILING A CLAIM IF YOUR PROPERTY IS DAMAGED

- Call your carrier's 24/7 claims number
- Provide your policy number. Include the date, time and location
- Take an inventory of damaged property
- Evaluate and document the damage in photos
- Make temporary repairs to protect property from further damage
- Keep itemized receipts for expenses such as temporary housing, repairs, meals, etc.