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Mercury Insurance is Ready to Help Victims of Hill and Woolsey Fires

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

LOS ANGELES, Calif. – Mercury Insurance homeowner policyholders who have had to leave their homes or whose property has suffered fire damage due to the Hill or Woolsey Fires can report damages and losses through Mercury’s claims hotline at (800) 503-3724.

“Mercury is here to help our customers with their claims 24 hours a day, seven days a week,” said Mercury’s VP of Property Claims Christopher O’Rourke. “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.