



Insurance Information Sheet Northern California Wildfires – October 2017

Consumers with any questions or concerns regarding insurance are encouraged to contact the California Department (CDI) of Insurance at **1-800-927-4357**. The CDI's toll-free Consumer Hotline is staffed by insurance professionals who can assist with any insurance-related issues, including the following:

- Residential and commercial fire insurance claims
- Automobile insurance claims
- Life insurance - claims and locating lost policies
- Ordering CDI pamphlets and publications
- Insurance company and public adjuster licensing and contact information
- Filing a Request for Assistance (RFA) if they are having problems and desire to file a complaint

Representatives from the Department of Insurance will be available to assist consumers in person, face to face, at the Local Assistance Centers as they are established.

CDI Website:

Consumers can visit the CDI [website](#) where they can:

- [Submit a complaint](#) if they are experiencing insurance related problems
- View and download CDI pamphlets and publications on various insurance issues, including the following information related to residential property insurance:
 - [Home Inventory Guide](#)
 - [Don't Get Burned After a Disaster](#)
 - [Residential Property Claims Guide](#)
 - [Residential Insurance: Homeowners and Renters](#)

Uninsured Property Owners / FAIR Plan:

If you are shopping the market for residential insurance, please visit CDI's [Home/Residential Insurance](#) website.

Life Insurance:

Unfortunately, the fires have caused multiple fatalities. In addition, many consumers have lost their vital documents, including their life insurance policies. Consumers may contact the CDI's toll-free Consumer Hotline at **(800) 927-4357** for information regarding the life insurance claims process and assistance with locating lost policies. Consumers can also visit CDI's [Life Insurance](#) website for additional information.

Automobile Insurance Claims:

In addition, to the destruction of real property, fast-moving wildfires also resulted in the destruction of automobiles. Consumers may contact the CDI's toll-free Consumer Hotline at **(800) 927-4357** for information regarding the automobile insurance claims process or visit CDI's [Auto Insurance](#) website.