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Property-Casualty Insurers Mobilize Rapid Response to Assist Spokane Complex Wildfire Victims

Insurers Deploy Claims Teams, Catastrophe Resources and On-the-Ground Assistance for Impacted Washington Families

SPOKANE, Wash. – Property-casualty insurers are mobilizing significant catastrophe response resources to help individuals, families and businesses impacted by the Spokane Complex Wildfires, with claims professionals arriving in Spokane ready to help policyholders begin the recovery process.

The American Property Casualty Insurance Association (APCIA), National Association of Mutual Insurance Companies (NAMIC), and NW Insurance Council (NWIC) today emphasized the industry's commitment to providing immediate assistance and support to affected communities. Insurers are activating catastrophe response plans, deploying specialized claims personnel, establishing mobile claims operations and working closely with state and local officials to assist policyholders as recovery efforts begin.

Many insurers are participating in the Insurance Village established alongside Spokane County's Disaster Assistance Center at Shadle Park High School, while all insurers continue to serve customers 24/7 through claims hotlines, local agents, websites and mobile applications.

"Property-casualty insurers are moving quickly to help Spokane-area policyholders begin rebuilding their lives and businesses following these devastating wildfires," said Mark Sektnan, APCIA vice president, state government relations. "Insurers are committed to providing prompt, compassionate service and helping customers access the benefits and resources available under their policies as quickly as possible."

Insurers are encouraging policyholders who have suffered losses to contact their insurance company as soon as it is safe to do so. Claims representatives can help customers understand their coverage, document damages, initiate claims and access additional living expense benefits when covered under their policies.

"Washington's insurance industry is deeply committed to supporting the communities we serve, especially during times of crisis," said Kenton Brine, President, NW Insurance Council. "Many of the claims professionals arriving in Spokane have extensive experience helping families recover after catastrophic disasters around the country. They understand the urgency of these situations and are prepared to help policyholders navigate the claims process, answer questions and obtain the assistance they need during this difficult time."

Several of Washington's leading insurance companies have already set up mobile assistance centers, and more are on the way, adjacent to the Disaster Assistance Center at Shadle Park High School, including Allstate, American Family, Farmers, Granwest, Liberty Mutual, PEMCO, Progressive, State Farm, USAA, and Travelers.

However, industry representatives noted that policyholders do not need to come to the Insurance Village or wait for in-person assistance to begin the claims process. Most insurers offer multiple avenues for reporting claims and obtaining support, including [toll-free](#) catastrophe response centers, local insurance agents, websites and mobile applications.

"The insurance industry was built on the principle of neighbors helping neighbors, and that commitment is on full display as insurers respond to the Spokane Complex Wildfires," said Brandon Vick, NAMIC RVP, northwest region. "Insurers are focused on helping policyholders recover as quickly as possible. From immediate claims assistance and temporary housing support to long-term rebuilding efforts, insurers are ready to stand alongside affected families and businesses every step of the way."

About APCIA

The American Property Casualty Insurance Association (APCIA) is the primary national trade association for home, auto and business insurers. APCIA promotes and protects the viability of private competition for the benefit of consumers and insurers, with a legacy dating back 150 years. APCIA members represent all sizes, structures and regions—protecting families, communities and businesses in the U.S. and around the world.

About NWIC

The NW Insurance Council is a Washington-based regional association representing property-casualty insurers serving consumers, businesses and communities throughout the Pacific Northwest.

About NAMIC

The National Association of Mutual Insurance Companies is the largest U.S. property-casualty insurance trade association representing regional and local mutual insurance companies on main streets across America.

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