



**FOR IMMEDIATE RELEASE**  
**September 19, 2018**

Contact: Susan Merrill  
Phone: (803) 936-4634 (office)  
(803) 260-6980 (mobile)  
Email: SusanMerrill@scfbins.com

## **Farm Bureau Insurance Adjusters Maneuver Around Damaged Roads to Work Storm Claims**

**Cayce, S.C.** – Washed out and flooded roads caused by Hurricane Florence make it difficult for Farm Bureau Insurance® adjusters to reach some policyholders with storm damage in South Carolina’s hardest hit counties. Adjusters went to work Monday and are carefully plotting routes around areas still dealing with rising water.

“Our goal is to always be first on the scene after a storm so we can immediately get to work, but we never want to jeopardize the safety of our adjusters,” Glenn Hayes, a claims manager who oversees the company’s catastrophe response team, said. “With that in mind, we ask you to be patient since it may take a little extra time to get to some people because of all the water and damaged roads, but we will get there.”

As of Wednesday, the company has received more than 450 claims from policyholders reporting damage to their homes and another 70 auto claims were reported from the storm.

If you have storm damage, here are a few things to keep in mind before meeting with your insurance adjuster.

- If your roof is damaged, make temporary repairs if you can safely do so. Be sure to save all receipts and take photos of the damage to provide to the adjuster.
- Make a list of any damaged items that will need to be replaced or repaired. Include receipts or photographs of the items.
- Don’t throw out damaged furniture or other items before the adjuster arrives. Also, take photos to document the damage before you begin to clean up.
- Repair scams are common after natural disasters. If you hire someone to help make repairs, be sure you are dealing with a reliable, licensed professional. Ask for and verify references. Before signing any agreement authorizing work, read the agreement very carefully to make sure you understand what you will receive. Before agreeing to any work, it’s best to give your insurance company a call.

Farm Bureau Insurance policyholders with storm claims to report can do so anytime by calling the claims hotline toll-free 1.800.799.7500 or by going online to the storm center at [www.SCFBIns.com](http://www.SCFBIns.com).

###

**About the Company**

Organized on Dec. 19, 1955, by the South Carolina Farm Bureau Federation, South Carolina Farm Bureau Mutual Insurance Company is one of the largest domestic property and casualty insurers in the state of South Carolina. The company offers auto insurance, homeowners insurance, manufactured housing insurance, farm liability insurance and farm property insurance. Palmetto Casualty Insurance Company is a wholly-owned subsidiary of South Carolina Farm Bureau Mutual Insurance Company that provides homeowners insurance in coastal counties in South Carolina.