

# REBUILDING YOUR HOME AFTER A FIRE

STEP-BY-STEP GUIDE TO HELP YOU NAVIGATE THIS PROCESS EFFECTIVELY

**Step 1:** Address Emotional Recovery

**Step 2:** Set up a PO Box

**Step 3:** Sign up with FEMA, Red Cross, and SBA

**Step 4:** Document the Current Market Rate of Your Home

**Step 5:** Work with Your Insurance Company

**Step 6:** Plan the Rebuild

**Step 7:** Design and Rebuild

**Step 8:** Conduct Inspections

**Step 9:** Move Back In

**Step 10:** Review and Prepare for the Future

[Federal/State/Local Assistance](#)

[American Institute of Architects \(AIA\)](#)

[Home Builders Associations](#)

[Compliance - License Lookup](#)

**Disclaimer:** The provided information is based on publicly available data as of January 10, 2025. No affiliation with any company/organization listed in this document. For the most accurate and up-to-date information, please visit the respective company's/organization's official website.

If you have any questions, please feel free to email me [gracemase@gmail.com](mailto:gracemase@gmail.com)

# INSURANCE CONTACT

Resources	Phone Number	Alternate Phone Number	Claim URL	Email
21st Century Premier Insurance Company	800-974-6755	888-244-6163	21st.com/claims	customerservice@21st.com
AAA Home Property Insurance	800-222-8794	800-922-8228	ace.aaa.com/insurance/claims/home-insurance-claims.html	
Aegis Security Insurance Company	844-207-4339	aegisfirst.com/claims	21st.com/claims	claims@aegisfirst.com
AIG Property Casualty Company	888-978-5371	888-760-9195	aig.com/claims	
Affiliated FM Insurance Company	800-343-7722	877-639-5677	affiliatedfm.com/claims	claims@aegisfirst.com
AFH Insurance Company	800-543-2644		amfam.com/claims	
Allstate Indemnity Company	800-255-7828		allstate.com/claims	
Allstate Insurance Company	800-255-7828		allstate.com/claims	
American Bankers Insurance Company of Florida	800-852-2244	800-358-0600	assurant.com/claims	
American Family Connect Property and Casualty Insurance Company	888-239-9953	800-692-6326	amfam.com/claims	
American Modern Home Group	800-543-2644		amig.com/claims	
American Modern Property & Casualty Insurance Company	800-543-2644		amfam.com/claims	

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Resources	Phone Number	Alternate Phone Number	Claim URL	Email
American National Property and Casualty Company	800-899-6519	800-333-2860	<a href="http://anpac.com/claims">anpac.com/claims</a>	
American Security Insurance Company	800-852-2244	800-326-2845	<a href="http://assurant.com/claims">assurant.com/claims</a>	
Amguard Insurance Company	800-673-2465		<a href="http://guard.com/claims">guard.com/claims</a>	<a href="mailto:claims@aegisfirst.com">claims@aegisfirst.com</a>
Amica Mutual Insurance Company	800-652-6422		<a href="http://amica.com/claims">amica.com/claims</a>	
Armed Forces Insurance Exchange	800-255-6792		<a href="http://afi.org/claims">afi.org/claims</a>	<a href="mailto:claims@aegisfirst.com">claims@aegisfirst.com</a>
ASI Select Insurance Corporation	866-274-8765		<a href="http://americanstrategic.com/claims">americanstrategic.com/claims</a>	
Aspen American Insurance Company	800-548-1616	877-245-3510	<a href="http://aspen.co/claims">aspen.co/claims</a>	
Bankers Standard Insurance Company	866-324-8222	800-352-4462	<a href="http://acegroup.com/claims">acegroup.com/claims</a>	
California Automobile Insurance Company (Mercury Group)	800-956-3728		<a href="http://mercuryinsurance.com/claims">mercuryinsurance.com/claims</a>	
California Capital Insurance Group	800-682-9255	800-252-4670	<a href="http://ciginsurance.com/claims">ciginsurance.com/claims</a>	
California Casualty Indemnity Exchange	866-680-5143	800-800-9410	<a href="http://calcas.com/claims">calcas.com/claims</a>	
California Mutual Insurance Company	800-310-5824	831-724-9633	<a href="http://calmutual.com/claims">calmutual.com/claims</a>	

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Resources	Phone Number	Alternate Phone Number	Claim URL	Email
Century-National Insurance Company	800-462-2123	800-733-1980	<a href="http://cnginsurance.com/claims">cnginsurance.com/claims</a>	
Chubb National Insurance Company	866-324-8222	800-252-4670	<a href="http://chubb.com/claims">chubb.com/claims</a>	
Civil Property and Casualty Company	800-974-6755	800-282-6848	<a href="http://cseinsurance.com/claims">cseinsurance.com/claims</a>	
Crestbrook Insurance Company	877-669-6877	855-315-1780	<a href="http://crestbrook.com/claims">crestbrook.com/claims</a>	
CSAA Fire & Casualty Insurance Company	844-810-6077	800-922-8228	<a href="http://csaa-insurance.aaa.com/claims">csaa-insurance.aaa.com/claims</a>	
CSE Safeguard Insurance Company	800-282-6848		<a href="http://cseinsurance.com/claims">cseinsurance.com/claims</a>	
DB Insurance Co., LTD (U.S. Branch)	866-662-5752	213-251-8800	<a href="http://dbins.net/claims">dbins.net/claims</a>	
Eagle West Insurance Company	800-682-9255	800-503-3724	<a href="http://mercuryinsurance.com/claims">mercuryinsurance.com/claims</a>	
Electric Insurance Company	800-342-5342		<a href="http://electricinsurance.com/claims">electricinsurance.com/claims</a>	
Encompass Insurance Company	800-462-2123	800-588-7400	<a href="http://encompassinsurance.com/claims">encompassinsurance.com/claims</a>	
Executive Risk Indemnity Inc.	866-324-8222	800-252-4670	<a href="http://chubb.com/claims">chubb.com/claims</a>	
Falls Lake National Insurance Company	800-780-7454	800-780-7455	<a href="http://fallslakeins.com/claims">fallslakeins.com/claims</a>	

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Resources	Phone Number	Alternate Phone Number	Claim URL	Email
Farmers Direct Property and Casualty Insurance Company	800-974-6755	888-327-6335	<a href="https://farmers.com/claims">farmers.com/claims</a>	<a href="mailto:life.claims@farmersinsurance.com">life.claims@farmersinsurance.com</a>
Federal Insurance Company/Chubb	866-324-8222	800-252-4670	<a href="https://chubb.com/us-en/claims/report-claim.html">chubb.com/us-en/claims/report-claim.html</a>	
First American Specialty Insurance Company	888-922-5343	888-466-8786	<a href="https://firstam.com/how-to-file-a-title-insurance-claim">firstam.com/how-to-file-a-title-insurance-claim</a>	
First National Insurance Company of America	800-332-3226		<a href="https://fnti.com/contact/how-to-file-a-claim">fnti.com/contact/how-to-file-a-claim</a>	
Foremost Property & Casualty Insurance Company	800-527-3905	800-527-3907	<a href="https://foremost.com/claims/">foremost.com/claims/</a>	
Garrison Property and Casualty Insurance Company	800-531-8722	866-274-5677	<a href="https://usaa.com/inet/wc/insurance-file-claims-auto-property">usaa.com/inet/wc/insurance-file-claims-auto-property</a>	
GEICO	800-841-3000		<a href="https://claims.geico.com/ClaimsExpress/Locate">claims.geico.com/ClaimsExpress/Locate</a>	
General Insurance Company of America	800-332-3226	800-468-3466	<a href="https://claims.nationalgeneral.com/report">claims.nationalgeneral.com/report</a>	
Grange Insurance Association	800-247-2643		<a href="https://grangeinsurance.com/claims/report-or-track-a-claim">grangeinsurance.com/claims/report-or-track-a-claim</a>	
Great Northern Insurance Company	866-324-8222	800-252-4670	<a href="https://greatnortherninsuranceagency.com/customer-service/index.html">greatnortherninsuranceagency.com/customer-service/index.html</a>	<a href="mailto:claims@grange.com">claims@grange.com</a>
Homesite Insurance Company of California	800-466-3748	866-621-4823	<a href="https://go.homesite.com/file-claim">go.homesite.com/file-claim</a>	
Horace Mann Insurance Companies	800-999-1030		<a href="https://horacemann.com/claims">horacemann.com/claims</a>	<a href="mailto:claims@horacemann.com">claims@horacemann.com</a>

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Resources	Phone Number	Alternate Phone Number	Claim URL	Email
Hyundai Marine & Fire Insurance Company	855-436-3467	844-246-0303	<a href="http://hyundaiinsuranceusa.com/claims.html">hyundaiinsuranceusa.com/claims.html</a>	
Incline National Insurance Company	800-585-0705	737-615-4700	<a href="http://inclineinsurance.com">inclineinsurance.com</a>	<a href="mailto:claims@inclineins.com">claims@inclineins.com</a>
Integon National Insurance Company/National General	800-462-2123	800-468-3466	<a href="http://claims.nationalgeneral.com/report">claims.nationalgeneral.com/report</a>	
Kemper Independence Insurance Company	877-252-7878	888-252-2799	<a href="http://kemper.com/claims/report-a-claim">kemper.com/claims/report-a-claim</a>	
Knightbrook Insurance Company	855-231-4663	800-562-2524	<a href="http://knightinsurance.com/forms/report-a-claim">knightinsurance.com/forms/report-a-claim</a>	
Lemonade Insurance Company	844-733-8666		<a href="http://lemonade.com/claims">lemonade.com/claims</a>	<a href="mailto:help@lemonade.com">help@lemonade.com</a>
Liberty Mutual Fire Insurance Company	800-699-3534	800-225-2467	<a href="http://libertymutual.com/claims-center/home-insurance-claims">libertymutual.com/claims-center/home-insurance-claims</a>	
Mapfre Insurance Company	877-627-3731	877-224-5677	<a href="http://mapfreinsurance.com/property-claims">mapfreinsurance.com/property-claims</a>	
Markel American Insurance Company	800-236-2862	800-362-7535	<a href="http://markel.com/claims/report-a-claim">markel.com/claims/report-a-claim</a>	
Mid-Century Insurance Company (Farmer Insurance)	800-974-6755	800-435-7764	<a href="http://farmers.com/claims/home-insurance-claims">farmers.com/claims/home-insurance-claims</a>	
Nationwide Mutual Insurance Companies	877-669-6877	800-421-3535	<a href="http://nationwide.com/personal/insurance/claims/property-claims">nationwide.com/personal/insurance/claims/property-claims</a>	
Neighborhood Property and Casualty Company	800-974-6755	800-325-1088	<a href="http://niacoverage.com">niacoverage.com</a>	

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Pacific Specialty Insurance Company	800-303-5000	800-962-1172	<a href="https://pacificspecialty.com/claims-services">pacificspecialty.com/claims-services</a>	
Pharmacists Mutual Insurance Company	800-247-5930		<a href="https://phmic.com/claims-center">phmic.com/claims-center</a>	<a href="mailto:claims@phmic.com">claims@phmic.com</a>
Praetorian Insurance Company (QBE Insurance Group)	866-318-2016	800-362-5448	<a href="https://qbe.com/us/policyholders/claims">qbe.com/us/policyholders/claims</a>	
PURE (Privilege Underwriters Reciprocal Exchange)	888-813-7873		<a href="https://pureinsurance.com/services/claims">pureinsurance.com/services/claims</a>	
QBE Insurance Corporation	866-318-2016	844-723-2524	<a href="https://qbe.com/us/policyholders/claims">qbe.com/us/policyholders/claims</a>	
Residence Mutual Insurance Company (Western Mutual Insurance Company)	800-234-2103	800-400-6648	<a href="https://westernmutual.com/claims">westernmutual.com/claims</a>	
Safeco Insurance Companies	800-332-3226		<a href="https://safeco.com/claims/home-claims">safeco.com/claims/home-claims</a>	
Seaview Insurance Company	866-840-5329		<a href="https://svinsco.com/report-a-claim">svinsco.com/report-a-claim</a>	
Sentinel Insurance Company (The Hartford Insurance)	888-413-8970	800-243-5860	<a href="https://thehartford.com/claims">thehartford.com/claims</a>	
Spinnaker Insurance Company	888-221-7742		<a href="https://spinnakerins.com/claims">spinnakerins.com/claims</a>	<a href="mailto:claims@spinnakerins.com">claims@spinnakerins.com</a>
Standard Fire Insurance Company (Traveler Insurance)	866-522-1883	800-252-4633	<a href="https://travelers.com/claims">travelers.com/claims</a>	
State Farm General Insurance Company	800-782-8332	800-732-5246	<a href="https://statefarm.com/claims">statefarm.com/claims</a>	

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State National Insurance Company	855-695-3889	800-877-4567	<a href="https://statenational.com/claims">statenational.com/claims</a>	
Stillwater Insurance Companies	855-712-4092	800-220-1351	<a href="https://stillwaterinsurance.com/claims">stillwaterinsurance.com/claims</a>	
Sutton National Insurance Company	888-846-4238	734-428-9737	<a href="https://suttonnational.com">suttonnational.com</a>	<a href="mailto:claims@suttonnational.com">claims@suttonnational.com</a>
Travelers Commercial Insurance Company	866-522-1883	800-252-4633	<a href="https://travelers.com/claims">travelers.com/claims</a>	
Trumbull Insurance Company (The Hartford Insurance)	888-413-8970	800-243-5860	<a href="https://thehartford.com/claims">thehartford.com/claims</a>	
Twin City Insurance Company (The Hartford Insurance)	888-413-8970	800-243-5860	<a href="https://thehartford.com/claims">thehartford.com/claims</a>	
Unitrin Direct Property & Casualty	800-253-7744	800-856-6288	<a href="https://uihna.com/Claims">uihna.com/Claims</a>	
Universal North America Insurance Company	866-458-4262	866-999-0898	<a href="https://universalnorthamerica.com/claims">universalnorthamerica.com/claims</a>	
USAA (United Services Automobile Association)	800-531-8722		<a href="https://usaa.com/claims">usaa.com/claims</a>	
US Coastal Property and Casualty Insurance Company	866-896-7233		<a href="https://uscoastalpc.com">uscoastalpc.com</a>	
Vigilant Insurance Company (Chubb National Insurance Company)	866-324-8222	800-252-4670	<a href="https://chubb.com/claims">chubb.com/claims</a>	
Western Mutual Insurance Company	800-234-2103	800-234-2114	<a href="https://westernmutual.com/claims">westernmutual.com/claims</a>	



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Resources	Phone Number	Alternate Phone Number	Claim URL	Email
Wawanesa General Insurance Company	800-640-2920	877-929-2637	<a href="http://wawanesa.com/us/california/claims">wawanesa.com/us/california/claims</a>	
Zurich American Insurance Company	800-905-7550	800-987-3373	<a href="http://zurichna.com/claims">zurichna.com/claims</a>	

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# BUILDING DEPARTMENT CONTACT

Building Safety/ Permit Department	Phone Number	URL	Email	Address	Hours
Altadena (unincorporate)	626-574-0941	<a href="http://dpw.lacounty.gov/building-and-safety/permits/">dpw.lacounty.gov/building-and-safety/permits/</a>	<a href="mailto:dpw.lacounty.gov/building-and-safety/contactus">dpw.lacounty.gov/building-and-safety/contactus</a>	125 S Baldwin Ave, Arcadia, CA 91007	Monday – Friday 8 AM - 4:30 PM
Pasadena	626-744-4200	<a href="http://cityofpasadena.net/planning/permit-center">cityofpasadena.net/planning/permit-center</a>	<a href="mailto:Permit_Center_Manager@cityofpasadena.net">Permit_Center_Manager@cityofpasadena.net</a>	175 Garfield Ave, Pasadena, CA 91101	Monday, Tuesday, Thursday: 8:00 AM - 5:00 PM Wednesday: 9:30 AM - 5:00 PM Friday: 8:00 AM - 3:30 PM"
Pacific Palisades - Los Angeles Department of Building and Safety (LADBS)	213-473-3231	<a href="http://ladbs.org">ladbs.org</a>	<a href="http://ladbs.org/our-organization/customer-services/contact-us">ladbs.org/our-organization/customer-services/contact-us</a>	201 N Figueroa St, Los Angeles, CA 90012	Monday – Friday, 7:30 AM - 4:30 PM
Malibu	310-456-2489 (ext. 485 or 390)	<a href="http://malibucity.org/252/Building-Safety">malibucity.org/252/Building-Safety</a>	<a href="mailto:building@malibucity.org">building@malibucity.org</a>	23825 Stuart Ranch Rd, Malibu, CA 90265	Tuesday and Thursday, 8:00 AM - 12:00 PM
Calabasas	818-224-1600	<a href="http://cityofcalabasas.com/government/community-development/building-and-safety-division">cityofcalabasas.com/government/community-development/building-and-safety-division</a>	<a href="mailto:Building_Safety_Info@cityofcalabasas.com">Building_Safety_Info@cityofcalabasas.com</a>	100 Civic Center Way Calabasas, CA 91302	Monday – Thursday: 7:30 AM - 4:00 PM Friday: 7:30 AM - 2:00 PM"
Hidden Hills	818-888-9281	<a href="http://hiddenhillscity.org/city-departments/building-and-safety/planning/permit-center">hiddenhillscity.org/city-departments/building-and-safety/planning/permit-center</a>	<a href="mailto:staff@hiddenhillscity.org">staff@hiddenhillscity.org</a>	6165 Spring Valley Road, Hidden Hills, CA 91302	Monday – Friday 9 AM - 11 AM
Sylmar - Los Angeles Department of Building and Safety (LADBS)	213-473-3231	<a href="http://ladbs.org">ladbs.org</a>	<a href="http://ladbs.org/our-organization/customer-services/contact-us">ladbs.org/our-organization/customer-services/contact-us</a>	6262 Van Nuys Blvd #251, Van Nuys, CA 91401	Monday – Friday, 7:30 AM - 4:30 PM

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