

## Western U.S. Wildfires: Update from Chubb Personal Risk Services

After a brief respite, a resurgence in wildfires has occurred in the western United States, particularly in California. Our thoughts go out to the families and individuals affected and to the emergency workers battling these intense fires. Our partners at Wildfire Defense Systems (WDS) have been monitoring and engaging in these fires since their onset, working in concert with local/federal Incident Command to gain access to impacted areas so that we can take the actions needed to help protect our clients' homes. We are dispatched to five fires throughout the western United States, including the Glass Fire, currently burning in Napa and Sonoma counties.

An outline of our activities, information on the fires and their containment status, as well as helpful tips and resources you can share, are available below.

- We have multiple engines engaged with these fires, and additional staged resources are ready to deploy, if needed. As a reminder, our WDS response is multifaceted and includes clearing hazardous objects and material around the home to create more defensible/survivable space, installing sprinklers, addressing hot spots, and, in select circumstances, applying a non-toxic, fire-retardant gel as a last line of defense in home protection.
- Mandatory and “SET” instructions are in place for thousands of residents. Any impacted residents are encouraged to maintain social distancing and follow other health recommendations as much as possible if they are asked to evacuate.
- Our claims team is ready to assist clients impacted by these fires. For the status of any existing wildfire claims, to report new claims, and to obtain general guidance, please contact our Claims Immediate Solutions teams at (800)-CLAIMS-0 (800-252-4670) or visit <http://www.chubb.com/claims>.
- For client inquiries, including general wildfire updates, please call (877) 602-4822. Our hours are 5 a.m. - 5 p.m. (PT) Monday through Friday, and from 7 a.m. - 12 p.m. (PT) on Saturday.
- We’ve placed hundreds of calls to clients impacted by these fires. As the wildfires continue to evolve, we will continue to make outbound calls to impacted clients to inform them of our response and next steps.
- According to CALFIRE, [five of the six](#) largest wildfires in California history have occurred in 2020.
- This year, through WDS, we have already monitored over 11,300 unique fires and visited hundreds of client properties. If you have clients who are eligible for this program who have not yet enrolled, they can do so directly from our convenient [Client Portal](#) or the Chubb Mobile App ([Apple Store](#) | [Google Play](#)).

### Additional Resources

- [Active Binding Suspensions](#)
- [CALFIRE](#)
- [Chubb.com – Catastrophe Center](#)
- [Chubb Wildfire Defense Services](#)
- [Inciweb](#)
- [How to Prepare for a Wildfire](#)
- [Ready.gov – Wildfires](#)
- [What to Do When a Wildfire Approaches](#)

- As a reminder, our [Catastrophe Tracker feature](#) allows agents to view their clients' Masterpiece and Platinum Portfolio home locations that may be in the pathway of major CAT events such as wildfires, hurricanes, and earthquakes. This tool also indicates the home's WDS enrollment status, offers search capabilities, and more.

The latest release of our Chubb Mobile app now includes a client version of the Catastrophe Tracker that allows users to see their Chubb-insured properties in relation to a major event such as a wildfire. They can also check their WDS enrollment status and access helpful information.

- As wildfires can be a significant threat for clients in many states, we recommend reviewing and sharing these [wildfire preparedness tips](#).

Detailed updates on the ongoing wildfire(s), including containment, size, and other helpful information is provided below.

Glass Fire - Deer Park, CA (Napa and Sonoma Counties) **NEW**  
(as of 7:13 a.m. (PT), September 28, 2020)

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- Fire Size: 11,000 acres
- Fire Map: [Click here](#)
- Containment: 0%
- Over 1,000 fire professionals have been assigned to this fire
- Fire Behavior: Active
- Fire Growth Potential: High
- Evacuations: [Evacuation orders are in place](#)
- Structures Lost (as reported by CAL Fire -not Chubb-specific): Unknown
- Date of Origin: September 27, 2020

Local and federal firefighting crews are conducting ground and air operations as the focus remains on structure protection and community safety. Two additional fires started overnight and have merged with the Glass Fire. Crews have reported the fire has had short-range spotting with wind-driven runs. A Red Flag warning is in effect through today as the forecast calls for strong and gusty winds, as well as low humidity levels. The fire is displaying a dangerous rate of spread and has expanded into Sonoma County.

**Conditions in the impacted areas are evolving, and the information contained in this update is subject to change.**

Chubb. Insured.<sup>SM</sup>