

Recovering from a Disaster

How to repair and rebuild



When disaster strikes, you want to take the right steps towards recovery. Here are some things to keep in mind.

Protect yourself and others

Always be careful before entering a damaged building. If there are any doubts about your structure's safety, contact local government officials before entering. Also, rely on professionals to restore your utilities.

Protect your property

Take reasonable steps to protect your property from further damage. Your State Auto homeowners' policy includes coverage for reasonable repairs made to protect property after a covered loss.

Make a list of damaged or lost items

If possible, keep damaged items or portions of these items until our claim adjuster has visited your home. Photograph or videotape the damage to provide further documentation to support your claim; a complete home inventory, with receipts, is extremely helpful.

Restore and protect your identity

If you've lost important documents or records, our Identity Theft Protection Program can help you.

Claims process

Contact us directly through our toll free number, 800-766-1853 or go to StateAuto.com and select the Submit a Claim link. A claim can be submitted 24/7, 365 days a year.

Recovering from a disaster is difficult. We can help.

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