

## **Heritage CEO Takeaways from California: Applauds Personal Representation at Fire Insurance Workshops**

*January 31, 2025*

This month, wildfires devastated communities in Southern California, destroying more than 16,000 homes. Our hearts go out to all communities affected by these fires, and we thank the first responders and firefighters who worked tirelessly to contain the fires.

Once the fires were contained, Rubin Delgado, SIU Director at Heritage, led a team of Heritage Agents and Staff who traveled to the area to provide boots-on-the-ground assistance to policyholders and their neighbors.

Heritage participated in the State of California's Fire Insurance Workshop and will continue to provide assistance by supporting emergency needs and repairs, promoting safety tips with homeowners, and demonstrating their genuine commitment to their well-being.

Heritage understands the importance of working together with the homeowner after they suffer a loss. Heritage is proud of our staff for taking the initiative to be in-person in the area to provide critical assistance.

### **Ernie Garateix, Chief Executive Officer at Heritage, thanked the team of Agents on Tuesday, saying:**

Team, I can't thank you enough for going the extra mile for our policyholders when it matters the most. These fires were devastating to many of our policyholders and your presence in their community demonstrates that we are more than just an insurance company. I realize that many of these claims could be handled remotely, however showing personal commitment to our policyholder does make a difference. On behalf of the entire organization, THANK YOU!

Heritage is more than just an insurance company—we're a trusted lifeline for individuals and families. As communities in California journey down the long road to recovery, Heritage will be there every step of the way.

The powerful Santa Ana winds brought unprecedented devastation to communities and Heritage will continue to assist the community during their long-term recovery from the largest fire event ever experienced in California.

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