



# Kansas Insurance Department

Sandy Praeger, Commissioner of Insurance

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**FOR IMMEDIATE RELEASE**

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## **CONSUMER ALERT:**

### **Public insurance adjusters not permitted in Kansas**

*Ice storm damage needs company adjusters, Commissioner Sandy Praeger cautions*

TOPEKA--Recent telephone calls to Kansas Insurance Commissioner Sandy Praeger's office indicate public insurance adjusters may be operating in the state following last week's ice storm damage. Only insurance company adjusters and independent adjusters contracted by insurance companies are permitted to operate in Kansas, according to the Commissioner.

"Do not sign any contractual agreement with any public insurance adjuster to represent you with your ice storm property damage claim," Commissioner Praeger said. "Make sure your adjuster has company credentials."

Consumers who have signed a contract with a public insurance adjuster should immediately contact the adjuster to terminate the contract.

If you encounter any problems with a public insurance adjuster, contact KID's Consumer Assistance Hotline at 800-432-2484 with the name, address and telephone number of the adjuster. Consumer Assistance representatives can answer questions and explain the complaint process.

Not all homeowners, business and auto insurance policies cover damage from the weight of ice, snow or sleet; from falling objects; from freezing; damage to trees, shrubs or plants; or other activities related to recent storms, Commissioner Praeger cautioned.

Also, policies provide varying levels of coverage. Check your policy, and call your insurance agent or company for clarification of your coverage. Consumers can file complaints on the KID Web site, [www.ksinsurance.org](http://www.ksinsurance.org), or in writing. Letters should be sent to the Kansas Insurance Department, 420 S.W. 9<sup>th</sup> St., Topeka, KS, 66612.

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*The Kansas Insurance Department, established in 1871, assists and educates consumers, regulates and reviews companies and licenses agents selling insurance products in the state. More about the department is online at [www.ksinsurance.org](http://www.ksinsurance.org).*