



Kansas Insurance Department

Sandy Praeger, Commissioner of Insurance

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Kansas Insurance Department recovers \$13.6 million for state's consumers in 2008

TOPEKA, Kan. — Kansas Insurance Commissioner Sandy Praeger's office helped thousands of Kansas consumers settle disputes with their insurance companies in 2008, recovering more than \$13.6 million in insurance claims for policyholders.

“The hard work of our Consumer Assistance representatives makes this possible,” Commissioner Praeger said. “Kansans can be confident their insurance department is working to resolve disputes between companies and consumers in a fair and timely manner.”

Recoveries are funds returned to policyholders through settlement of claims disputes with insurance companies, based on inquiries and formal complaints filed with the department. These monies are above and beyond what companies had offered consumers to settle the claims.

The department recovery total was the second highest in the past five years (see attached table). Although the number of complaints increased slightly from 2007, Commissioner Praeger pointed to a general downward trend as evidence that consumers are more educated and companies are more mindful about how claims are handled.

Consumers with insurance questions or concerns are encouraged to call the Consumer Assistance Hotline at 800-432-2484. Complaints or inquiries can be made in writing to the Kansas Insurance Department, 420 S.W. 9th St., Topeka, KS 66612 or online at www.ksinsurance.org.

The Kansas Insurance Department also publishes dozens of booklets and pamphlets to help consumers make informed decisions about their insurance needs. Publications can be downloaded or requested online. Requests may also be made by calling the hotline.

Savings by Year	
Year	Savings
2004	\$11,144,573.41
2005	\$13,632,946.20
2006	\$11,100,648.55
2007	\$15,094,756.79
2008	\$13,666,113.36

Complaints by Year	
Year	Complaints
2004	5,039
2005	4,594
2006	4,520
2007	4,340
2008	4,348

Inquiries by Year	
Year	Inquiries
2004	2,044
2005	1,700
2006	1,642
2007	1,505
2008	1,429

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.