



# Kansas Insurance Department

Sandy Praeger, Commissioner of Insurance

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**FOR IMMEDIATE RELEASE**

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## Kansas Insurance Department recovers record amount for consumers

TOPEKA, Kan. — The Kansas Insurance Department had a record month in September for insurance claim recoveries for consumers, Commissioner Sandy Praeger announced.

The department's Consumer Assistance Division recovered nearly \$4.5 million during the month through disputed claims from insurance companies. The total for the year now stands at \$13.2 million, close to the \$13.6 million recovered during all of 2008.

“Our Consumer Assistance representatives have done an outstanding job,” Commissioner Praeger said. “Kansans can be confident that insurance department personnel are working to resolve disputes between companies and consumers.”

Recoveries are funds returned to policyholders through settlement of claims disputes with their insurance companies. The amounts are based on inquiries and formal complaints filed with the department by policyholders.

The money recovered is above and beyond what companies had offered the policyholders to settle claims in the first place.

“Our department is making sure policyholders are treated fairly and in a timely manner when it comes to their insurance questions,” Commissioner Praeger said.

From 2003 through 2008, Commissioner Praeger's department has recovered nearly \$72 million for Kansas consumers through claims dispute resolution.

Kansas Consumers with insurance questions or concerns can call the Consumer Assistance Hotline, 800-432-2484. Complaints or inquiries can be made in writing to the Kansas Insurance Department, 420 S.W. 9<sup>th</sup> St., Topeka, KS 66612, or online at [www.ksinsurance.org](http://www.ksinsurance.org).

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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).*