



# Kansas Insurance Department

Ken Selzer, CPA, Commissioner of Insurance

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## FOR IMMEDIATE RELEASE

Sept. 23, 2016

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## Insurance Department website ranked No. 2 nationally in consumer assistance

TOPEKA, KS –The Kansas Insurance Department (KID) website, [www.ksinsurance.org](http://www.ksinsurance.org), has been named by Nerdwallet.com as the No. 2 most helpful consumer website for insurance departments throughout the United States.

The analysis by Nerdwallet, an American personal finance website, evaluated the online offerings for consumers from all U.S. state insurance departments. Four ratings categories were used: insurance rate comparisons, complaint data, consumer assistance and consumer education and resource.

The KID site scored 93 percent on Nerdwallet’s analysis, second only to Texas’s 98 percent. The average score for all insurance departments surveyed was 60 percent.

“We are pleased that our department’s website has been recognized as a leader for consumer information,” said Ken Selzer, CPA, Kansas Commissioner of Insurance. “Our staff is always searching for new ways to be more innovative, responsive and cost effective in serving insurance consumers in Kansas.”

According to Nerdwallet, “The Kansas Insurance Department received a strong score in our analysis. The state earned the most points possible for both its premium and complaint comparison tools, largely because both are based on 2015 data and are easy to use...Kansas also provides consumers with helpful resources, including state-specific insurance buying guides.”

Nerdwallet personnel also praised the KID Consumer Assistance Division for a call placed to the department in a followup analysis: “When we called to get a basic insurance question answered, we received a return call within seven minutes — the shortest wait for a return call from any department.”

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“Nerdwallet did have suggestions for site improvement, which we have been implementing,” Commissioner Selzer said. “We appreciate their constructive criticism and the compliment paid to our Consumer Assistance Division.”

The Nerdwallet analysis of all departments can be found online at <https://www.nerdwallet.com/blog/state-insurance-websites-ranked/>.

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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) or at [www.facebook.com/kansasinsurancedepartment](https://www.facebook.com/kansasinsurancedepartment).*