

EXECUTIVE SUMMARY

A review of the 2011 complaints received by Key Insurance Company revealed numerous untimely responses to the Kansas Insurance Department on complaint file correspondences. Other errors found include an incomplete complaint register as well as a small number of files with incomplete documentation. The exam team has made several recommendations based on the violations found during the examination, regardless of whether the standard was passed or failed. Additional details on each standard including percentages of compliance are found within the individual sections of this report.

Recommendations

1. The Company must add the disposition and date of disposition fields to the complaint register.
2. The Company should ensure all incoming complaint correspondence is date-stamped when received.
3. The Company must ensure adequate responses are sent to the Kansas Insurance Department on complaint files within the required timeframe.