

Arkansas Insurance Department

NEWS RELEASE

*Allen Kerr
Insurance Commissioner*



FOR IMMEDIATE RELEASE

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AID Consumer Services Recovers Over \$1.5M in First 6 Months *Kerr: Consumer protection 'job one'*

LITTLE ROCK – Arkansas Insurance Commissioner Allen Kerr today released the following statement announcing that the department's Consumer Services Division (CSD) recovered \$1,580,421 for Arkansas insurance customers in the first six months of 2016:

"Our Consumer Services Division works vigorously on behalf of Arkansans, and I am very proud of the exceptional work they perform every day. Consumer protection is job one at the Arkansas Insurance Department."

Recoveries are dollar amounts recovered for Arkansas consumers by CSD in excess of the amounts initially offered by insurance companies. In the first six months of 2015, \$1,443,296 was recovered.

So far in 2016, the Consumer Services Division received 1,242 complaints and closed 1,142 cases. CSD assists insurance consumers with complaints and inquiries regarding insurance companies, producers, and adjusters. The division investigates all complaints, working with the insurance company and the consumer to determine the appropriate course of action. CSD travels statewide to provide educational information and materials, and in the event of significant storm damage, travels to damaged areas to assist homeowners with filing claims and procuring emergency living expenses.

Arkansans in need of assistance by the Consumer Services Division are encouraged to call 800-852-5494.

For more information on the Arkansas Insurance Department, please visit <http://insurance.arkansas.gov>, follow us on Twitter at <http://twitter.com/ARInsuranceDept> and Facebook at <http://www.facebook.com/ArkansasInsuranceDepartment>.