



# STATE OF CONNECTICUT

## INSURANCE DEPARTMENT

THOMAS R. SULLIVAN  
COMMISSIONER

### **OFFICIAL NEWS RELEASE**

**FOR IMMEDIATE RELEASE**  
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### **Over \$600K recovered by the Insurance Department**

Insurance Commissioner Thomas R. Sullivan announced today that Insurance Department staff recovered \$630,424, on behalf of consumers, from complaints resolved in the second quarter.

Department staff received 1,372 new complaints/inquiries in the second quarter, down slightly from near 1500 received in the first quarter.

Inquiries and complaints received by the Department vary by insurance product line. Not all inquiries or complaints submitted to the insurance department are subject to recovery. This quarter, 55 percent or \$348,195 of the recovered funds came from complaints related to Accident and Health product lines, 18 percent or \$116,564 from Life and Annuity product lines, and 17 percent or \$105,843 from Property & Casualty product lines.

Of all incoming complaints, Accident and Health product lines topped the list with 44 percent. Auto followed with 31 percent, homeowners and farmers had 13 percent, and Life and Annuities, General Liability, and Fire Insurance account for the remaining 12 percent.

“With the Department’s assistance, consumers are getting the help they deserve,” said Commissioner Sullivan.

Each quarter, inquiries received by the public are analyzed by the Department’s Consumer Affairs Division. The Consumer Affairs Division pays particular attention to trends that may affect consumers and necessitate consumer outreach initiatives.

Complaints are made in five categories; Marketing/Sales, Premium/rating, Underwriting, Unfair Claim Practice and Other. This quarter, almost 40 percent of complaints were attributed to Unfair Claim Practices. Marketing/Sales and Premium/rating each received 8 percent of the total complaints.

In addition to assisting consumers with insurance complaints, the Insurance Department Consumer Affairs Division is available to answer questions and provide information that will help consumers make a more educated decision about insurance. Consumer Affairs

staff distributed 227 pamphlets this quarter on topics ranging from Individual Health Coverage, to Homeowners Insurance, to Complaint Filing Procedures.

The Connecticut Insurance Department's Consumer Affairs Unit offers free consumer outreach programs on a number of insurance topics. Speakers will talk to your group or organization on the insurance topic you choose and will answer any general questions you or your group has about insurance.

Consumers interested in filing a complaint / inquiry or learning more are encouraged to visit the Insurance Department Web site at [www.ct.gov/cid](http://www.ct.gov/cid), or call toll free 1-800-203-3447, or direct at 860-297-3900 for more information.

### **ABOUT THE CONNECTICUT INSURANCE DEPARTMENT**

The mission of the Connecticut Insurance Department is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices. For more information, visit the Connecticut Insurance Department at [www.ct.gov/cid](http://www.ct.gov/cid).

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