



Dora
Department of Regulatory Agencies

Division of Insurance

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Colorado Division of Insurance Recovers \$75 Million for Consumers

Denver – The Colorado Division of Insurance recovered more than \$75 million in savings and benefits for Colorado consumers in the fiscal year that ended June 30.

“Among the important missions for the Division are consumer protection and consumer service. We will continue to represent consumers in insurance matters to make sure their interests are protected,” said Commissioner of Insurance Jim Riesberg.

Of the \$75 million recovered by the Division, \$44 million in consumer savings came from the Division’s Rates & Forms Section, which reviews requests for premium increases by insurance companies.

Those requests, known as rate filings, are sometimes denied outright as being unreasonable, excessive or unjustified. The Division also can ask the company to reduce the rates to where the rates are no longer unreasonable or excessive.

In addition to the Rates & Forms savings, the Division negotiated a \$20 million premium credit that was paid to Colorado consumers insured under Rocky Mountain Hospital and Medical Service, also known as Anthem. That agreement was reached last October and covered 90,000 individuals with specific health insurance plans held between January 1, 2010 and September 30, 2010.

Consumer savings through resolution of individual consumers’ complaints totaled \$11.7 million in 2010-11. That included \$7.2 million in savings for consumers from complaints concerning life and health insurance, and \$4.3 million in property and casualty complaints. Of the \$4.3 million savings, nearly \$1.1 million was recovered through resolution of more than 1,000 auto insurance complaints and inquiries. Resolution of homeowner insurance complaints resulted in \$2 million to consumers, and consumer savings of \$1.221 million came through other property and casualty lines of business. These savings come through policy reinstatement, cancellations of policies with premium refunds, or overturned denial of claims.

The Division also assessed \$3.3 million in fines against insurance companies in 2010-11 for failure to follow Colorado insurance laws.

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*The **Colorado Division of Insurance** regulates the insurance industry and assists consumers and other stakeholders with insurance issues.*

DORA is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado. Consumer protection is our mission.