



## NEWS RELEASE

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### **Insurance Commissioner and Staff Visiting Boulder to Assist Four Mile Canyon Fire Victims with Questions and Complaints**

Interim Insurance Commissioner John J. Postolowski, and Division of Insurance staff will be in Boulder on Wednesday to meet with fire victims, help sort through their insurance issues and clear up confusion. The meeting will be held Wednesday, February 2, 6:30 p.m., at the Boulder County Courthouse, 1325 Pearl Street, Commissioner's Hearing Room, 3<sup>rd</sup> Floor. The meeting is organized by Representative Claire Levy and the Boulder County Commissioner's Office.

"This type of catastrophic fire significantly disrupts people's lives. We've visited Boulder several times since the fire, but the victims need our assistance now more than ever," said Commissioner Postolowski. "People are starting to rebuild and insurance is a critical piece of that process."

DORA's Division of Insurance today issued Bulletin #B-5.28 "*Equitable Payment of Claims Resulting from the Fourmile Canyon Fire*" which encourages carriers to:

- Extend Additional Living Expense coverage beyond 12 months.
- Uphold replacement costs provisions to ensure repairs are complete.
- Settle claims promptly and in accordance with current Colorado regulations.
- Consider factors beyond those used in certain estimating programs such as slope of land, building grade and availability of labor and materials, including the unique factors in constructing in Colorado foothills and mountains.
- Pay the prevailing competitive market price in the geographic area.

To date, the Division has received seven written complaints and logged 70 telephone calls and emails, and participated in several meetings with fire victims. Two complaints were closed with favorable outcomes to the consumer while the other five are still under investigation. If someone affected by the Four Mile Canyon fire feels an insurance company is not handling a claim appropriately and cannot attend the meeting, the individual should contact the Division. Consumers may call the Division of Insurance for assistance at (303) 894-7499 or (800) 930-3745 – Toll Free (outside Denver metro area).

Link to Bulletin 5.28: [http://www.dora.state.co.us/insurance/regs/B-5.28\\_013111.pdf](http://www.dora.state.co.us/insurance/regs/B-5.28_013111.pdf)

*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.*

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