



## **NEWS RELEASE**

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### **DORA’s Division of Insurance Ready to Help Four Mile Canyon Fire Victims with Questions and Complaints**

The Colorado Division of Insurance stands ready to answer questions and assist consumers affected by the Four Mile Canyon Fire. Should residents run into problems or have questions about their insurance policies, the Division staff can help sort through issues and clear up confusion.

“For those who carry insurance, we want to assist and make sure claims are paid in an efficient manner,” said Marcy Morrison, Commissioner of Insurance. “This type of catastrophic fire significantly disrupts people’s lives. We encourage the insurance companies to streamline their claims process during this traumatic event.”

Residents affected by the fire should contact their agent or broker immediately and follow the claims process outlined in their insurance policies. All policies include instructions for filing claims. Residents also can start developing a home inventory of all property that is damaged or destroyed. If people have pictures or videos of their possessions stored in a safety deposit box, now is the time to retrieve those materials.

If someone feels an insurance company is not handling a claim appropriately, the individual should contact the Division and staff will help navigate the claims process or assist consumers in filing a written complaint to expedite the claim. Consumers may call the Division of Insurance for assistance at (303) 894-7499 or (800) 930-3745 – Toll Free (outside Denver).

*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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