

STATE OF COLORADO

DEPARTMENT OF REGULATORY AGENCIES

D. Rico Munn
Executive Director

DIVISION OF INSURANCE

Marcy Morrison
Commissioner of Insurance
1560 Broadway, Suite 850
Denver, Colorado 80202



Bill Ritter, Jr.
Governor

News Release

For Immediate Release - June 16, 2008

Contacts: Cameron Lewis, Division of Insurance 303-894-2261
Chris Lines, DORA Public Information Officer 303-894-7873

DORA's Division of Insurance Goes to Windsor to Assist Community with Insurance Complaints

The Colorado Division of Insurance will have staff available at the Windsor Disaster Recovery Center on Tuesday mornings, from 9 a.m. to noon, and Thursday afternoons from 3 to 7 p.m. to assist residents with insurance questions and problems. Staff will continue this schedule for the next two weeks, then assess whether to continue, based on community need.

"For those affected by the tornado in Windsor who carried insurance, we want to be able to give them assistance to be sure claims are paid in an efficient manner," said Marcy Morrison, Commissioner of Insurance. "People have had their lives significantly disrupted by a disaster, and we are encouraging the insurance companies to streamline their claims process so people can get back to their daily lives."

Residents affected by the tornado should follow the claims process outlined in their insurance policies. All policies include instructions for filing claims. If an insured person feels the insurance company is not handling a claim appropriately, the DORA Division of Insurance staff who will be in Windsor will help navigate the claims process or assist consumers in filing a written complaint to expedite the claim.

Consumers may also call the Division of Insurance for assistance at (303) 894-7490 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.

###

"The Mission of the Division of Insurance is Consumer Protection."

General Number: (303) 894-7499 / Consumer Complaints: (303) 894-7490 / Toll Free 1-800-930-3745 / FAX: (303) 894-7455
Producer Licensing/Pearson VUE: 1-800-275-8247 / TTY Relay for the Deaf or Hearing Impaired: 711
<http://www.dora.state.co.us/insurance>