



MEDIA RELEASE

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For Immediate Release

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DORA's Division of Insurance Assists Consumer in Recovery of Life Insurance Benefits

Denver - The Colorado Division of Insurance recently assisted a consumer in the recovery of a \$1 million claim on a spouse's life insurance policy.

"If we suspect an insurance company is dragging its feet in paying a claim, we want to help consumers get the benefits they deserve," said Marcy Morrison, Colorado Commissioner of Insurance. "When an unexpected death occurs, life insurance benefits can save surviving family members from difficult financial situations. It's the Division's job to make sure the consumer is treated fairly and in a timely matter."

The Division of Insurance fields over 25,000 inquiries annually, about 5,000 of which result in formal complaints. Many consumers ask for assistance when a claim is in progress or the process appears to be taking longer than necessary. In many instances the consumer worries the claim will ultimately be denied. The Colorado Division of Insurance is a reliable resource to help sort out such difficulties.

Consumers who are experiencing problems or have other insurance questions can contact the Colorado Division of Insurance at (800) 930-3745 – Toll Free (outside Denver) or (303) 894-7499.

Helpful information and consumer tips on all types of insurance are available at www.dora.state.co.us/insurance.

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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