

Arkansas Insurance Department

NEWS RELEASE

*Allen Kerr
Insurance Commissioner*



FOR IMMEDIATE RELEASE

February 9, 2016

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AID Recovers Over \$3.8M For Arkansans

Kerr: Consumer protection a pillar of AID's work

LITTLE ROCK – Arkansas Insurance Commissioner Allen Kerr today released the following statement announcing that the department's Consumer Services Division (CSD) recovered \$3,843,969 for Arkansas insurance customers in his first year at AID, ahead of recoveries in 2014:

"Consumer protection is a pillar of the work we do at the Arkansas Insurance Department. I am proud of the hard work by our professional staff in our Consumer Services Division who work on behalf of hardworking Arkansans everyday."

Recoveries are dollar amounts recovered for Arkansas consumers by CSD in excess of the amounts initially offered by insurance companies. In 2014, \$3,803,830 was recovered.

During 2015, the Consumer Services Division received 2,455 complaints and closed 2,290 cases. CSD assists insurance consumers with complaints and inquiries regarding insurance companies, producers, and adjusters. The division investigates all complaints, working with the insurance company and the consumer to determine the appropriate course of action. CSD travels statewide to provide educational information and materials, and in the event of significant storm damage, travels to damaged areas to assist homeowners with filing claims and procuring emergency living expenses.

Arkansans in need of assistance by the Consumer Services Division are encouraged to call 800-852-5494.

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