

**Bulletin 63**

**NOTICE TO POLICYHOLDERS REGARDING FILING OF COMPLAINTS  
WITH INSURANCE DEPARTMENT**

May 7, 1990

This Bulletin is directed to all insurers licensed to do business in Indiana.

The Department of Insurance has for many years operated a division devoted strictly to the handling of consumer complaints about insurance companies and their agents. The Indiana General Assembly in this year's legislative session passed Senate Enrolled Act 211 (P.L. 149-1990) which, for the first time, makes the complaint process part of the law on unfair claim settlement practices.

The new law, effective July 1, 1990, requires every insurer to provide to each current policyholder a one-time written notice of the remedies included in the new law. Future policyholders are to be notified of those remedies at the time their policy is issued. We believe the attached example is acceptable for purposes of notifying your policyholders and we suggest its use or the use of a notice that is substantially similar.

If you have questions about the new law or about the notice requirements, our staff will do its best to answer your questions.

John J. Dillon III  
Commissioner

## **NOTICE TO POLICYHOLDERS -- EXAMPLE**

We are here to serve you. . .

As our policyholder, your satisfaction is very important to us. Should you have a valid claim, we fully expect to provide a fair settlement in a timely fashion.

If you are not satisfied. . .

Should you feel you are not being treated fairly, we want you to know you may contact the Indiana Department of Insurance with your complaint and seek assistance from the governmental agency that regulates insurance.

To contact the Department, write or call:

Public Information/Market Conduct  
Indiana Department of Insurance  
311 West Washington Street, Suite 300  
Indianapolis, IN 46204-2787  
Consumer Hotline: 1-800-622-4461  
In the Indianapolis Area: 1-317-232-2395