



State of Connecticut

Insurance Department

THOMAS R. SULLIVAN
COMMISSIONER

OFFICIAL NEWS RELEASE

FOR IMMEDIATE RELEASE
October 27, 2009

CONTACT: Dawn McDaniel
(860) 297-3958
dawn.mcdaniel@ct.gov

Insurance Department launches online consumer complaint system!

Today, Insurance Commissioner Thomas R. Sullivan announced the launch of an [online consumer complaint system at the Insurance Department](#).

“Connecticut consumers now have an easier and more convenient way to submit complaints to the Insurance Department,” said Commissioner Sullivan

The online system guides you step by step allowing you to enter your information and even attach documents to support your case any time, day or night. While Insurance Department staff will continue to accept complaints through the mail, fax, phone, or [email](#), the online option provides an easy way to submit your complaint, allows for timely processing, and routes your complaint directly to an examiner.

Online complaint submission in three easy steps.

1. Summarize your complaint.
2. Gather electronic versions of documentation or scan all documents into an electronic format. If you cannot attach documents to your complaint electronically, you may mail or fax them to the Insurance Department; however, please wait until the examiner contacts you with your file number so that you can reference it on all the documentation you submit.
3. Submit your complaint online at: <https://www.cid-online.ct.gov/ccf/>.

Helping Consumers

The Consumer Affairs Unit receives an average of 6,000 consumer complaints and recovers over \$3.5 million per year on behalf of consumers. It is also the largest unbiased source of information related to insurance in the state. The Department uses complaint information and trends to more effectively regulate the industry, and hopes that this easier way of submitting complaints will encourage more consumers to come to the Insurance Department for assistance.

If you have any questions about the online complaint system or insurance you can reach the [Consumer Affairs Unit](#) at 800-203-3447 or 860-297-3900.

ABOUT THE CONNECTICUT INSURANCE DEPARTMENT

The mission of the [Connecticut Insurance Department](#) is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices. For more information, visit the Connecticut Insurance Department at www.ct.gov/cid.

#