



## Kansas Department of Insurance

Commissioner Vicki Schmidt

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Contact: Kyle Strathman  
[Kyle.Strathman@ks.gov](mailto:Kyle.Strathman@ks.gov)

### Insurance Department recovers over \$16 million for Kansas policyholders

Topeka, Kan. – Kansas Insurance Commissioner Vicki Schmidt, today, announced the Kansas Insurance Department recovered more than \$16 million for Kansans in 2023, the largest single-year recovery in Department history. This new record goes beyond the previous year’s recovery total of \$7.6 million. The Department’s Consumer Assistance Division has recovered over \$35 million for Kansans since Commissioner Schmidt first took office in 2019.

“The insurance claims process can be complicated for many – if you are having an issue, I want to hear from you,” said Schmidt. “I am proud of the work the Consumer Assistance Division has done to ensure that Kansans are getting the full benefits from their policies.”

Funds considered “recovered” are calculated when Department staff assists individuals in need of support during their insurance claims process. If a dispute arises between a policyholder and an insurance company, regardless of the type of insurance, the Kansas Insurance Department investigates the complaint. Department staff work with the consumer and the company to ensure the insurance policy is followed and benefits are paid accordingly.

A county-by-county breakdown of the recoveries can be found here: <https://bit.ly/3SlWCB9>.

If you or someone you know is having trouble with an insurance claim, please contact the Kansas Insurance Department’s Consumer Assistance Division toll-free at 1-800-432-2484, email [KID.webcomplaints@ks.gov](mailto:KID.webcomplaints@ks.gov) or visit the Department online at [insurance.kansas.gov](http://insurance.kansas.gov) for any claims-related questions or concerns.

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*The Kansas Legislature established the Kansas Insurance Department in 1871, currently led by Commissioner Vicki Schmidt. The mission of the Department is to **regulate** companies that sell policies in Kansas to ensure solvency and compliance with state law, **educate** consumers about all things insurance and securities, and **advocate** for a strong and competitive market to give Kansans choices when shopping for products that meet their needs.*