



KANSAS INSURANCE DEPARTMENT

Vicki Schmidt, Commissioner

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Insurance Department recovers \$7.6 million for Kansas policyholders

Topeka, Kan. – Insurance Commissioner Vicki Schmidt, today, announced the Kansas Insurance Department recovered more than \$7.6 million for Kansans in 2022, the largest single-year recovery in Department history. The Department’s Consumer Assistance division has recovered over \$26 million for Kansans since Commissioner Schmidt first took office in 2019.

“When Kansans call the Insurance Department, we work diligently to help make sure they receive the benefits they are entitled to under their insurance policy,” said Commissioner Vicki Schmidt. “The insurance claims process can be complicated for many – if you are having an issue, I want to hear from you.”

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 with the consumer and the company and works 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/3X5BSgU>

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 or visit the Department online at insurance.kansas.gov for any claims-related questions or concerns.

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