



Kansas Department of Insurance

Commissioner Vicki Schmidt

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Commissioner Vicki Schmidt announces \$11.8 million in recoveries for Kansas policyholders

Topeka, Kan. – Kansas Insurance Commissioner Vicki Schmidt, today, announced the Kansas Department of Insurance recovered more than \$11.8 million for Kansans in 2024. The Department's Consumer Assistance Division has recovered over \$47.7 million for Kansans since Commissioner Schmidt first took office in 2019.

"Consumer assistance is one of my top priorities and I am proud that we have been able to help so many Kansans," said Commissioner Schmidt. "If you have an issue with insurance, 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 Department of Insurance 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: [2024 Annual Report Recoveries](#).

If you or someone you know is having trouble with an insurance claim, please contact the Kansas Department of Insurance Consumer Assistance Division at 785-296-3071, email kdoi.complaints@ks.gov, or visit the Department online at insurance.kansas.gov for any claims-related questions or concerns.

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*The Kansas Department of Insurance was established 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.*