



# HOW TO FILE A COMPLAINT

To file a consumer complaint against an insurance company, agent, or agency, simply follow this three-step process:



## CONTACT US

A Consumer Assistance representative will evaluate the issue. You will be asked to submit a written complaint.

**Call:** 1-800-432-2484

**Email:** [kid.webcomplaints@ks.gov](mailto:kid.webcomplaints@ks.gov)

**Visit:** [insurance.kansas.gov](http://insurance.kansas.gov)



## CONDUCT REVIEW

The Kansas Insurance Department will review your complaint and contact the appropriate parties. You will receive an acknowledgment from the Department.



## TAKE ACTION

After review:

- If a Kansas insurance law has been violated, the Department will request corrective action.
- Your insurer may be asked to complete a more thorough investigation.
- If no violation of Kansas insurance law is found, the Department will explain why the investigation is being closed.





As a lifelong Kansan, I know how devastating Kansas storms can be. They often cause damage to our homes and vehicles, leaving us to coordinate with the adjuster, insurance company and contractor or repair shop. If you have issues during this process, please don't hesitate to reach out to the Kansas Insurance Department for assistance.



**VICKI SCHMIDT**  
KANSAS INSURANCE COMMISSIONER

1-800-432-2484

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