

How do I *file a complaint?*

In THREE easy steps:

1 Contact the Kansas Insurance Department

Contact the department at

- Phone: 1-800-432-2484
- Email: KID.webcomplaints@ks.gov
- Website: www.ksinsurance.org

A Consumer Assistance Representative will evaluate the issue. You will be asked to submit a written complaint through the department's website, by email, fax, or postal mail.

2 Processing your Complaint

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

3 Taking Action

After review, one of the following actions will take place:

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



Vicki Schmidt

Commissioner of Insurance



KANSAS
INSURANCE
DEPARTMENT



I spent over 40 years as a pharmacist before becoming your Insurance Commissioner. Meeting the needs of my customers and advocating on their behalf was my top priority and I have brought that same approach to the Insurance Department. Please do not hesitate to contact us if we can ever be of assistance.

- Vicki

