



# 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 pharmacist, I know navigating health insurance can be complicated. The Kansas Insurance Department is here to be a resource for you and your family. Please do not hesitate to contact us if you have questions or concerns with your health insurance.



**VICKI SCHMIDT**  
KANSAS INSURANCE COMMISSIONER

1-800-432-2484

KID.WEBCOMPLAINTS@KS.GOV

INSURANCE.KANSAS.GOV