

Mediation Review

*Let us help you resolve
your property & casualty
insurance claim
through mediation*

What **IS MEDIATION?**

Mediation is an informal way for people in disagreement to discuss a problem with the help of a neutral third party. Mediation allows you to speak about what is important to you and listen to what is important to the other person. This is a way for you to take control of your own dispute, which could result in a binding agreement that is more in your interest.

Mediation will allow you to sit down with an insurance company representative and a neutral third party mediator so you can reach an agreement with your insurance company.

THE ROLE OF THE MEDIATOR

The mediator facilitates the meeting between the two parties. A mediator facilitates the discussion so both parties have a chance to state their position. The mediator is a neutral participant during the discussion and keeps parties positively focused toward resolution. Reaching a fair and peaceful resolution is the mediator's only interest.

THE PROCESS

- The mediation will be between you and the insurance company.
- The insurance company will have only one representative present.
- The mediation will take place either in person or by phone, if all parties agree.
- No attorneys will be permitted to take part in this proceeding.
- You may bring written documents that help explain your position.

CONFIDENTIALITY

The mediator will not disclose any information revealed during the mediation. The sessions are not recorded or transcribed.

THE DECISION

The greatest benefit of mediation is that the parties make the decision. This way the parties are not left with a decision imposed on them by someone unfamiliar with the situation. The mediator is there to guide the parties in reaching their decision by encouraging good communication, defining issues, and helping with possible solutions.

Questions



If you have questions about the mediation process or any insurance concerns, call our toll-free hotline from anywhere in Kansas:

1-800-432-2484



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

1-800-296-3071

KID.WEBCOMPLAINTS@KS.GOV

WWW.KSINSURANCE.ORG

1300 SW ARROWHEAD RD., TOPEKA, KS 66604

Mediation Consent Form

Name: _____

Address: _____

City: _____

State: _____

ZIP: _____

Kansas Insurance Dept.

File Number: _____

Signature: _____

Check the box that applies:

Yes, I want my dispute to go to mediation. The mediator, Kansas Legal Services, may contact me at

Daytime phone: (____) _____

Evening phone: (____) _____

No, I do not want my dispute to go to mediation.

TEAR/CUT OUT AND
RETURN THIS FORM TO:

Kansas Insurance Department
Attn: Consumer Assistance Division
420 S.W. 9th St.
Topeka, KS 66612