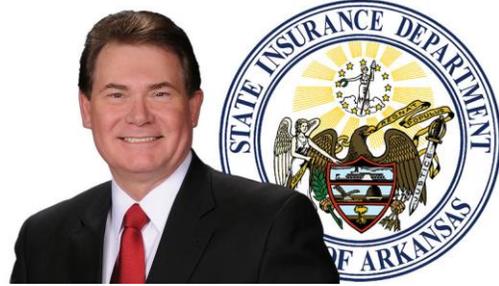


# Arkansas Insurance Department

## NEWS RELEASE

*Allen Kerr  
Insurance Commissioner*



FOR IMMEDIATE RELEASE

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CONTACT: Kenneth Ryan James ([ryan.james@arkansas.gov](mailto:ryan.james@arkansas.gov); 501-371-2622)

## Consumer Services Recovers \$2.8M for Arkansans

*Kerr: CSD fulfills our primary mission*

**LITTLE ROCK** – Arkansas Insurance Commissioner Allen Kerr today released the following statement announcing that the department’s Consumer Services Division (CSD) recovered \$2,813,513 for Arkansas insurance customers for 2017:

“Our Consumer Services Division fulfills the primary mission of the Arkansas Insurance Department: consumer protection. I am very proud of the hard work by our professional staff of our Consumer Services Division on behalf of hardworking Arkansans everyday.”

Recoveries are dollar amounts recovered for Arkansas consumers by CSD in excess of the amounts initially offered by insurance companies.

During the previous year, the Consumer Services Division received 2,193 complaints and closed 2,147 cases. CSD assists insurance consumers with complaints and inquiries regarding insurance companies, producers, and adjusters. The division investigates all complaints, working with the insurance company and the consumer to determine the appropriate course of action. CSD travels statewide to provide educational information and materials. Consumer Services staff also deployed to areas of the state affected by flooding in 2017 to assist homeowners with filing claims and procuring emergency living expenses.

Arkansans in need of assistance by the Consumer Services Division are encouraged to call **800-852-5494**.

For more information on the Arkansas Insurance Department, please visit <http://insurance.arkansas.gov>, follow us on Twitter at <http://twitter.com/ARInsuranceDept> and Facebook at <http://www.facebook.com/ArkansasInsuranceDepartment>.