

# Arkansas Insurance Department

## NEWS RELEASE

*Allen Kerr  
Insurance Commissioner*



FOR IMMEDIATE RELEASE

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## Consumer Services Recovers \$1.1M for Arkansans

*First quarter total illustrates AID's consumer protection mission*

**LITTLE ROCK** – Arkansas Insurance Commissioner Allen Kerr today released the following statement announcing that the department's Consumer Services Division (CSD) recovered \$1,126,107 for Arkansas insurance customers during the first quarter of 2018:

"This first quarter total illustrates how the Arkansas Insurance Department is always fulfilling its primary mission of consumer protection. I am very proud of the professional staff in our Consumer Services Division who works hard everyday on behalf of Arkansas consumers."

Recoveries are dollar amounts recovered for Arkansas consumers by CSD in excess of the amounts initially offered by insurance companies. In 2017, the division recovered \$2,813,513.

During the first quarter of 2018, the Consumer Services Division received 604 new complaints and closed 652 pending cases, while receiving 3,055 inquiries. 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 also travels statewide to provide educational information and materials.

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>.