

Consumer Outreach

Insurance is one of the most important ways to protect your family and yourself from financial loss. However, understanding insurance and determining what kind of coverage is needed can be difficult.

The Idaho Department of Insurance offers free consumer outreach programs on a number of insurance topics including:

- Auto/Home/Commercial
- Health/Life/Annuities
- Long-Term Care
- And more...

We are available to speak to your group or organization regarding the insurance topic you choose or will answer general questions about insurance. Contact us to arrange for a speaker.



Contact Us

We encourage you to contact Consumer Affairs to:

- *Learn about insurance products*
- *Find insurance companies serving Idaho*
- *Verify that an agent or company is licensed in Idaho*
- *File a complaint*
- *Request outreach support*



Questions About Insurance?

Contact
Idaho Department
of Insurance
Consumer Affairs



We are here to serve you!

700 W. State Street, 3rd Floor
Boise, ID 83720-0043
208-334-4250

Toll Free: 800-721-3272 (in Idaho)
www.doi.idaho.gov

Consumer Affairs

The Consumer Affairs Section serves as a resource, provides general information about insurance and responds to consumer inquiries and complaints.

Our experienced Consumer Affairs Officers can address many of your questions on the spot or assist with filing a complaint.

Benefits of Using Consumer Affairs

Consumer Affairs will assist you with your concern or complaint by:

- Communicating with the insurance company to thoroughly investigate your written complaint and attempt to reach a resolution.
- Helping you get a clear response to your questions.
- Ensuring actions by the company are in compliance with Idaho insurance law and the terms of your insurance policy.
- Providing you with information to help you understand your insurance needs.

Let us know if you are having difficulty with an insurance company.

How to File a Complaint

The Idaho Department of Insurance responds to hundreds of consumer complaints each year.

The Department has created an easy process to submit your complaint online:

www.doi.idaho.gov

However, a call, letter, fax or e-mail can initiate the process. Written complaints and supporting documents can be sent to the following address:

**Idaho Department of Insurance
Attn: Consumer Affairs
P.O. Box 83720
Boise, ID 83720-0043**

**Direct : 208-334-4250
Toll Free: 800-721-3272 (in Idaho)**

Know Your Rights

Insurance laws and rules have been put in place to protect consumers in Idaho.

Every year... We recover millions for consumers!