***News Release***

***Idaho Department of Insurance Reports Total Recoveries for Consumers***
***And***
***Top Consumer Complaints for 2006***

(March 16, 2007, Boise, ID) – In 2006, Idaho Department of Insurance received, processed, and closed 983 written consumer complaints. Many cases generated insurance payment recoveries for Idaho insurance consumers to whom payments were owed but required DOI intervention to compel insurance companies to pay. Aggregate data compiled for year end 2006 indicate total recoveries of $3,173,081 compared to $3,312,491 in recoveries from 2005 arising out of 1,194 complaints. The department also received over 8,300 telephone calls from Idaho consumers regarding various insurance issues.

*"While the majority of insurance claims are handled fairly by insurers, these numbers show the benefit of contacting the Department of Insurance when an insurance problem or question does arise," said Director Bill Deal. "Our Consumer Affairs Section is well qualified to assist the Idaho insurance consumer."*

Last year, auto claims caused the most complaint activity followed by health. life and homeowners insurance. This is consistent with the complaint data reported by all states to the National Association of Insurance Commissioners (NAIC) Complaint Database System.

*"We compare our complaint data annually to monitor trends and patterns that may affect the Idaho consumer," according to Director Bill Deal.*

Idaho insurance consumers may file a complaint, by calling 1-800-721-3272. In Boise, call 334-4250 or by writing to: Idaho Department of Insurance P.O. Box 83720 Boise Idaho 83720-0043. Complaints may also be filed online, at the website below.

Consumers may obtain complaint data on all insurance companies through the NAIC website at: http://www.naic.org/cis/index.do

All DOI publications, and a copy of the consumer complaint form, are also available on our web site at:

www.doi.idaho.gov