

Insurance Division, 350 Winter St. NE, Room 440, Salem, OR 97301-3883

FOR IMMEDIATE RELEASE  
April 13, 2007

Contact: John Piper  
503-947-7213

## **Oregon Insurance Division creates toll-free line for consumers**

*Callers can use line for insurance complaints, questions*

Consumers with insurance complaints or questions can now call the Oregon Insurance Division's new toll-free telephone number and speak with a consumer advocate.

The toll-free number (888-877-4894) also can be used to order insurance publications or to request complaint forms.

"The toll-free number will make it easier for Oregonians to contact us with their insurance questions or complaints about agents or companies," said Insurance Division Administrator Joel Ario. "Our consumer advocates will work with them and the insurer to try to resolve the problem."

Ario said individual complaints also alert regulators to larger problems in the insurance marketplace.

"Complaints help us identify the most important insurance problems for Oregonians, so we can target our enforcement and consumer education resources to the areas where they're needed most," he said.

The Insurance Division's Consumer Advocacy Unit annually resolves about 4,000 complaints about all types of insurance, and handles about 20,000 telephone inquiries each year. There is no charge for this service.

Insurance complaints also can be filed by using the interactive complaint form on the Insurance Division's Web site ([www.insurance.oregon.gov](http://www.insurance.oregon.gov)). Copies of the division's consumer guides about various types of insurance also are available on the site.

#####

The Insurance Division, part of the Department of Consumer and Business Services, helps ensure the financial soundness of insurers, the fair treatment of consumers, and the affordability and availability of insurance products. For more information, go to [www.insurance.oregon.gov](http://www.insurance.oregon.gov).

The Department of Consumer and Business Services is Oregon's largest business regulatory and consumer protection agency. For more information, visit [www.dcbs.oregon.gov](http://www.dcbs.oregon.gov).