

Consumer Complaints on Life Insurance/Annuity Contracts



Consumers 1-800-686-1526 • OSHIIP 1-800-686-1578 • Fraud & Enforcement 1-800-686-1527

Try solving the dispute yourself

Insurance is a very competitive business. If you give the company a chance, you will generally find folks are willing if not eager to straighten out problems.

- Start with the agent.
- If not satisfied, contact the company's customer service office or claims office; most likely it's a toll-free number.
- If customer service or the claims office falls short of your expectations, ask to speak with a supervisor about the company's procedure for resolving disputes.

If you're still not satisfied, call the Ohio Department of Insurance

If your self-help efforts fail, your next step should be the Consumer Services Division of the Ohio Department of Insurance (ODI).

Call toll-free: 1-800-686-1526

- Ask to speak with a life insurance analyst.
- The analyst will answer questions over the phone and explain any additional steps you should take to resolve your own problem.
- Our staff will give you honest, unbiased answers — if it sounds as if the company has done nothing wrong, we'll tell you.

[Click here to file a consumer complaint.](#)

ODI & complaints

- If your issue requires follow up with the company, we'll send you a complaint form and instructions for filing a written complaint.
- We generally will send the company a copy of your complaint and ask them to resolve it or explain their side of the story.
- By law, companies must respond to the Department of Insurance — most companies do so in a timely manner.
- We will review all the facts to make sure the company has upheld its contract with you and has followed insurance rules and laws.

Insurance dispute tip

Provide complete, correct information to your insurance company and file your claims as soon as possible in order to avoid delays.

Counting complaints

In 2008, ODI received a total of 986 complaints about life insurance or annuity contracts from Ohio consumers.

- If your complaint raises questions that cause us to contact the agent or company, we will register it in our computer as a "complaint."
- A complaint means a customer has been unhappy with the company or agent.
- It does not necessarily mean the law has been broken or that anyone did anything wrong.

Company complaint records — 2011

The next page shows complaint records for home insurance companies. The "complaint ratio" column can help you make apples-to-apples comparisons.

Complaint ratio example: if a company's complaint ratio is 1.0, it had one complaint for every \$1 million it collected in premiums from Ohio customers. The lower the complaint ratio, the better.

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