

Consumer Affairs

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 www.ct.gov/cid

 insurance@ct.gov

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Hartford, CT 06103



About Us

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

The Division is divided into three units to ensure that the consumer will receive specialized attention from examiners who can best address their concerns.

One of our experienced consumer affairs examiners will be able to address many of your questions on the spot, or assist with filing a complaint.

The Consumer Affairs Unit can help. Each year, we recover more than \$5 million on behalf of consumers for all types of insurance – health, homeowners, auto, business, and more.

Know Your Rights

We understand that insurance can be a complex issue, but our commitment to protecting consumers is not. The Department makes sure that insurance companies adhere to state laws and regulations and fulfill their promises to their policyholders.

- Insurance companies are not allowed to unfairly discriminate as to premium rates charged or kinds of coverage available to consumers
- Insurance companies are required to pay claims promptly and fairly.
- Consumers have a right to access certain information collected by insurance companies.

Insurance Support

The Insurance Department encourages consumers to contact Consumer Affairs to:

- Learn about insurance products
- Understand your insurance needs for every stage of your life
- Find insurance companies serving Connecticut
- Verify an agent or company is licensed in Connecticut
- File a complaint
- Request outreach support
- Help you navigate the system

How to File a Complaint

Getting help is easier than ever with our online services.

Visit our website at www.ct.gov/cid and click on “File a Complaint/Ask A Question.” Follow the easy prompts to complete your complaint.

Other options include:
E-mail for a quick response:
insurance@ct.gov

Download a complaint form off of our website or write us at:

Connecticut Insurance Department
Consumer Affairs
153 Market Street, PO Box 816
Hartford, CT 06142