

FILING A COMPLAINT

If you are concerned that the insurance company is treating you unfairly, your first step would be to contact the insurance company and try to resolve the issue. However, if you are unable to find a resolution to the issue you are having, you have the option of filing a complaint with the OID.

To file a complaint, we will need your complaint to be in writing. Request for Assistance Forms are located online at www.oid.ok.gov to assist you in filing your complaint. Please complete the form in its entirety.

Remember to:

- Fill out the form completely,
- Sign the form,
- Give our office as much information as possible, and
- Provide copies of all policies, riders, letters, phone logs, etc.

Here are a few ways to go about filing a complaint:

- On our website at <http://www.oid.ok.gov>
- By fax at (405) 521-6652
- In person, we are located at the address listed below:
- By mail at:

Oklahoma Insurance Department
Five Corporate Plaza
3625 NW 56th, Suite 100
Oklahoma City, OK 73112

Scan to file a complaint:



Please note that once received:

- Your complaint will be assigned to the appropriate Consumer Assistance/Claims Analyst, who will send you an acknowledgement letter.
- We will then contact the company for a detailed explanation of its position. By law the company has thirty (30) days from the date on the letter to respond.
- There may be unforeseen delays if the company needs additional time to gather information to fully address your concerns. If there are delays, the Consumer Assistance/Claims Analyst will advise you of the status of your file by mail.
- Once a final response is received from the insurance company and is reviewed by the Consumer Assistance/Claims Analyst, a letter of explanation will be forwarded to you by mail.