



DOMESTIC/FOREIGN INSURERS BULLETIN NO. 98

**TO: ALL ADMITTED AND APPROVED DOMESTIC AND FOREIGN
INSURANCE COMPANIES**

**RE: CONTACT INFORMATION REQUIRED FOR CONSUMER
INVESTIGATIONS**

DATED: December 28, 2017 (updated January 8, 2018)

This Bulletin directs all insurance companies to require each of their employees who correspond with the Department to include the following information in all correspondence with the Department that involves the investigation of consumer complaints:

- The employee's direct dial telephone number; and
- The employee's direct email address.

Failure to provide personal, direct contact information impedes the Department's ability to resolve consumer complaints in a timely fashion. In the absence of direct contact information, the Department's investigators frequently have to loop back through a company's generic complaint inbox. Having direct contact information will therefore enhance the Department's ability to efficiently and timely resolve consumer complaints.

Questions regarding this bulletin should be directed to Consumer Services at consumer@state.de.us.

This Bulletin shall be effective immediately and shall remain in effect unless withdrawn or superseded by subsequent law, regulation or bulletin.



Trinidad Navarro
Delaware Insurance Commissioner

NOTE: This Bulletin is intended solely for informational purposes. It is not intended to set forth legal rights, duties, or privileges, nor is it intended to provide legal advice. Readers should consult applicable statutes and rules and contact the Delaware Department of Insurance if additional information is needed.