

Press Release

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Arizona Department of Insurance Can Provide Information and Assistance to Wildfire Policyholders

PHOENIX -- The Arizona Department of Insurance is a source of information and assistance to wildfire victims with questions about their insurance policies and how to contact their agents and insurers, and those needing help with their insurance claims or wanting to file complaints against agents, adjusters or insurers.

"If you have questions about your insurance or are just confused about how to start dealing with these terrible fire losses, you can contact the Department of Insurance for information and assistance," said Charles R. Cohen, Director of Insurance.

The Department of Insurance has been communicating with the insurance industry since the Chediski-Rodeo fire took on "monster" dimensions to assure the industry is prepared to step up to the plate and deliver the coverage and service Arizonans need to recover from this disaster. "I am optimistic the insurance industry fully appreciates the magnitude of this catastrophe for people living and working in affected areas, and that this is a time to think about people first and to do the right thing," said Cohen. "We want to hear about problems people are having their insurance. Though we cannot adjudicate loss claims, we will do everything we can to help victims with their insurance issues."

The Department has created special materials and resources for insurance consumers who may be affected by the fires. Consumers can call the Department or visit its web site to obtain the following:

- Will my fire-related losses be covered by my insurance?
- Insurance Tips for Wildfire Victims
- List of toll-free telephone numbers for Homeowner Insurance Companies
- How to Contact the Arizona Department of Insurance

In addition to these special items, the Department has a number of consumer guides and publications that may be useful now or as policyholders move through the claims process, including, "Consumer's Guide to Homeowner's Insurance", "Consumer's Guide to Automobile Insurance", "How to Resolve Insurance Complaints", and "Consumer's Guide to the Department of Insurance".

To obtain any of our publications, consumers can call, drop by or visit our web site:

Outside of Phoenix: (800) 325 2548 or (800) 544-9208
In Phoenix area: (602) 912-8444
2910 N. 44th Street, 2nd Floor
Phoenix, AZ 85018
www.state.az.us/id

Once a claim is underway, if a policyholder believes the insurance company or agent has violated the law, they can file a complaint with the Department. To inquire about that process, consumers should call the Department or visit our web site.

When conditions permit, the Department anticipates sending consumer assistance personnel to the affected areas to provide information and answer questions. The dates and locations will be announced in advance.

There may be resources available to insured, uninsured and underinsured residents through the Red Cross and the Federal Emergency Management Agency (FEMA). Both of these organizations have many representatives in the affected areas.

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