

Office of the Commissioner of Insurance: Nearly \$4 million recovered for consumers in 2020

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Madison, Wis. – Today, Insurance Commissioner Mark Afable announced that the Consumer Affairs department at the Office of the Commissioner of Insurance (OCI) recovered \$3,987,247 for Wisconsinites through their complaint process last year.

“A dedicated team of OCI staff resolve consumer complaints every day. They work to make sure insurance companies and agents are compliant so people get the coverage they’ve paid for,” said Commissioner Afable.

In 2020, the Consumer Affairs department closed 3,611 consumer complaints. These complaints range from concerns about fraud, to issues with receiving payment for covered services, and everything in between.

In response to these complaints, OCI is able to:

- Send consumer complaints to an insurance company and require them to provide an explanation for their actions
- Review the company’s response to make sure they complied with Wisconsin state insurance laws and a consumer’s policy
- Where there has been a violation of state insurance law, work with the company to resolve the problem or help facilitate communication
- Help consumers understand their insurance policy

Wisconsinites are encouraged to learn more about their insurance at [OCI.wi.gov](https://oci.wi.gov). They can find information about what to expect from their insurer, submit questions about insurance, and file a complaint if they encounter an issue.

Created by the Legislature in 1870, Wisconsin's Office of the Commissioner of Insurance (OCI) was vested with broad powers to ensure that the insurance industry responsibly and adequately met the insurance needs of Wisconsin citizens. Today, OCI's mission is to protect and educate Wisconsin consumers by maintaining and promoting a strong insurance industry.