

**— Consumer Services Section —**

The overall goal for this section is timely and accurate complaint resolution for Alaska insurance consumers. Complaints and inquiries are initially received in person, by telephone, e-mail or written letters. Consumer Service Specialists investigate complaints, gather and evaluate data, research insurance laws, and take appropriate action to bring the complaint to a proper resolution.

Specialists report violations of the Alaska Insurance Code and negative industry trends to the director. Administrative actions such as license suspensions, revocations, market examinations, and financial examinations may be undertaken as a result of a complaint investigation.

During the past year, Consumer Service Specialists resolved complaints that netted consumers additional benefit payments in excess of \$304,173.68 for Calendar Year 2004.

<b>Total Complaints</b>		
<b>Year</b>	<b>Opened</b>	<b>Closed</b>
2000	461	456
2001	488	488
2002	501	501
2003	460	459
2004	459	459

Table I - Comparison of complaint activity over the past five years