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Division of Insurance Launches Toll-Free Hotline Number for Consumer Complaints and Inquiries

*Western Massachusetts residents with continued tornado-related issues and
consumers with post-Irene questions should call (888) 563-4467*

BOSTON – August 31, 2011 – The Patrick-Murray Administration’s Division of Insurance has created a new toll-free hotline number, (888) 563-4467, for consumers to call with insurance-related complaints or questions.

The toll-free number joins the Division’s long-time consumer information phone number. In the aftermath of the tornadoes in Western and Central Massachusetts earlier this summer, the Division decided to create a toll-free number as well.

“The new toll-free number is a way for consumers to contact us and get information they need, or file a complaint if necessary,” said Joseph G. Murphy, the Commissioner of the Division of Insurance. “This new feature will be particularly helpful after large-scale incidents like this year’s tornadoes.”

Following this summer’s tornadoes, the Division of Insurance received calls from consumers with questions regarding insurance claims, and staffed state and federal assistance centers. The Division continues to receive some questions from Western and Central Massachusetts consumers regarding the status of their policy and delays in claims payments. Consumers with questions following Tropical Storm Irene can also call the Division of assistance.

The Division of Insurance estimates consumers have filed 9,500 claims after the tornadoes, totaling \$175 million in damages. A majority of the claims have come from personal insurance claims, with 5,000 claims totaling \$135 million.

The new toll-free number is staffed Monday-Friday, 9 a.m. to 5 p.m. Consumers can call regarding any line of insurance, including home, auto, health and other types of insurance.

The Division of Insurance (www.mass.gov/doi) is an agency within the Patrick-Murray Administration's Office of Consumer Affairs and Business Regulation. Follow the Office at www.mass.gov/consumer, its [Consumer Connections Blog](#) and at its Twitter feed, [@Mass_Consumer](#).

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