



## Department of Business Regulation

*Insurance Division*  
1511 Pontiac Avenue  
Cranston, RI 02920

# Insurance Bulletin Number 2012-3

## E-Mail Complaint Contacts

To further the Department's commitment to improving efficiencies in the complaint handling process, written inquiries from the Department and the insurers responses thereto will be processed electronically rather than utilizing traditional mail. All Insurers doing business in the State of Rhode Island are hereby required to provide the Department with an e-mail address for the primary individual responsible for handling all consumer complaint inquiries forwarded to the insurer by the Department. Subsequent inquiries from the Department will also be forwarded to the primary contact person even in situations where the insurer's response letter is received from another staff member or responded to by outside counsel. This will assure a central repository at each insurer for all consumer complaints processed by the Rhode Island Insurance Division.

Insurers are required to provide the following information by October 12, 2012:

Insurer Name:

NAIC Number:

Primary complaint contact person's name:

Primary complaint contact person's e-mail address:

Primary complaint contact person's mailing address:

Primary complaint contact person's telephone number:

The above requested information should be sent electronically to the Division at [dbr.insurance@dbr.ri.gov](mailto:dbr.insurance@dbr.ri.gov).

Insurers are also required to notify the Department electronically within 7 days of any change in the primary contact information provided.

Joseph Torti, III  
Associate Director and Superintendent of Insurance  
September 28, 2012