



South Carolina Department of Insurance

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The South Carolina Department of Insurance Recovers Nearly \$4.2 Million for South Carolina Policyholders

COLUMBIA, S.C. - The South Carolina Department of Insurance (SCDOI) has assisted South Carolina insurance consumers in receiving \$4,181,847.03 in insurance-related payments in 2018. These recovered funds are in addition to the original amounts offered to policyholders by insurance companies. These amounts were recovered through the investigation and resolution of nearly 3,400 consumer complaints.

“The Department’s Office of Consumer Services team responds to questions and provide assistance to South Carolinians regarding their insurance related concerns,” SCDOI Director Ray Farmer said. “Our dedicated team members work hard each day to regulate the insurance industry and to ensure consumers receive the full protection of the law.”

Director Farmer noted that the staff has assisted over 9,400 South Carolinians with general insurance-related inquiries in 2018, bringing the total number of consumers assisted to more than 12,800.

The SCDOI Office of Consumer Services is responsible for ensuring effective customer service for the State’s insurance consumers, one of the agency’s core external customer groups. They are responsible for assisting the public with their insurance questions or complaints and can assist with any type of insurance that is within the SCDOI’s regulatory authority. For example, SCDOI staff can assist consumers with an insurance inquiry or complaint involving homeowners, automobile, health, life, dental, or disability insurance or annuities, just to name a few. They also provide consumers with market assistance when shopping the insurance market and offering aid to consumers following a catastrophic event.

To assist consumers, the Department provides a variety of tools and resources to help when shopping for insurance coverage. Review the Department’s website at doi.sc.gov for more information. Helpful resources include the [SC MarketAssist program](#). The SC MarketAssist program helps South Carolinians find property insurance coverage by connecting consumers with insurance agents and companies in their local area. Since its inception in 2013, this program has helped over 1,013 South Carolinians shop their property insurance coverage.

Additionally, the Department provides a Price Comparison Tool for both homeowners and auto insurance rates as well as an Online Services Tool that allows consumers to search the Department's database for information, including complaint data, concerning insurance companies and agents whom are licensed to conduct business in South Carolina. Consumers should visit doi.sc.gov/MarketAssist for more information regarding helpful resources and tips.

“We encourage consumers to review and shop their insurance policies regularly. As a part of their review, consumers should carefully consider their individual insurance needs and be sure to find the coverage that best suits their needs,” said Director Farmer. “Our office is available to help answer questions or to investigate complaints as an important part of this process.”

The SCDOI Office of Consumer Services can help answer your insurance questions by phone or email. Simply call 803-737-6180 (toll free: 1-800-768-3467) Monday through Thursday between 8:00 am and 6:00 pm and Friday between 8:00 am and 5:00 pm or e-mail consumers@doi.sc.gov. To file a consumer complaint, please visit <http://doi.sc.gov/complaint>.

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