



Media Release

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South Carolina Policyholders Receive Over \$10 Million with Help From the SCDOI

Columbia, S.C. - In 2022, the South Carolina Department of Insurance (SCDOI) recovered over \$10 million for consumers by resolving 4,501 insurance-related complaints. This dollar amount represents claim payments made to consumers after filing a complaint with the SCDOI that would not have been made otherwise. The total amount of funds recovered was \$10,328,775.15.

“Part of the SCDOI’s mission is to uphold the insurance statutes of South Carolina and ensure that consumers have their claims resolved fully and fairly,” said Michael Wise, Acting Director of the SCDOI. “I am proud of the work our Office of Consumer Services has done in recovering a record-setting \$10 million in insurance claims for our state’s consumers.”

When a consumer complaint is filed with the SCDOI's Office of Consumers Services, the complaint is investigated to determine whether the insurer adhered to South Carolina law and the provisions of the consumer’s policy. If warranted, action is taken to ensure compliance with state laws.

“We work hard to ensure that South Carolina consumers are treated fairly. Much of what we do involves helping consumers understand insurance, but consumer protection remains our primary focus,” said Diane Cooper, Deputy Director of the Licensing and Consumer Services Division. “Our team is made up of seasoned insurance professionals who take their work to heart, and it shows.”

To file a complaint with the [Office of Consumer Services](#):

- Submit an [online complaint form](#)
- Email the complaint to consumers@doi.sc.gov

For more information or to contact the Office of Consumer Services, please visit doi.sc.gov/consumers or call 803-737-6180 or toll-free at 1-800-768-3467.

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