

The mission of the Illinois Department of Insurance is to protect consumers by providing assistance and information, by efficiently regulating the insurance industry's market behavior and financial solvency, and by fostering a competitive insurance marketplace.

IDOI analysts are available to answer your questions in the following areas:

### Health Insurance

Office of Consumer Health Insurance  
Toll-free: 877-527-9431  
Email: DOI.complaints@illinois.gov

### External Review

Toll-free: 877-850-4740  
Email: DOI.externalreview@illinois.gov

### Public Pension

Toll-free: 800-207-6958  
Email: DOI.pension@illinois.gov

### Producer Licensing

Phone: 217-782-6366  
Email: DOI.licensing@illinois.gov

### All other consumer inquiries

Toll-free: 866-445-5364  
Email: DOI.complaints@illinois.gov

Assistance is available for non-English speaking consumers.



## Illinois Department of Insurance Office Locations

### Springfield

320 W. Washington Street  
Springfield, IL 62767-0001  
217-782-4515  
Fax: 217-782-5020 (General)  
Fax: 217-558-2083 (Consumer Complaints)  
Fax: 217-557-8495 (External Review)  
TDD: 866-323-5321

### Chicago

122 S. Michigan Ave., 19th Floor  
Chicago, IL 60603  
312-814-2420  
Fax: 312-814-5416  
TDD: 866-323-5321

To file a complaint electronically, visit our website at: [insurance.illinois.gov](http://insurance.illinois.gov)

Questions and comments can be emailed to: [DOI.infodesk@illinois.gov](mailto:DOI.infodesk@illinois.gov)



State of Illinois  
Illinois Department of Insurance



# We Are Here For You

Illinois Department of Insurance  
[insurance.illinois.gov](http://insurance.illinois.gov)

# We Can Help

The role of the Illinois Department of Insurance is to protect consumers by ensuring that all entities regulated by IDOI are in compliance with state and federal laws, and to educate Illinois consumers about their rights under those laws. IDOI is available to assist consumers regarding health, auto, homeowners, and life insurance issues. IDOI also investigates complaints relating to insurance agents and brokers.

## IDOI can assist consumers with issues and complaints about:

- Coverage
- Claim disputes
- Premiums
- Misrepresentations
- Policy cancellations
- License status of an insurance company or agent

## IDOI cannot:

- Give legal advice
- Recommend insurance companies or agents

Visit our website at [insurance.illinois.gov](https://insurance.illinois.gov) to find insurance shopping guides, consumer fact sheets, FAQs and more.



## HEALTH INSURANCE

### Office of Consumer Health Insurance:

- Provides resources to uninsured consumers
- Explains health insurance policies and policyholder rights
- Provides guidance on how to file appeals, complaints, and external review requests for denied services

## AUTO INSURANCE

- Explains how to file a claim with another driver's insurance company
- Explains guidelines and procedures regarding policy cancellations
- Provides guidance for drivers with poor driving records

## HOMEOWNERS INSURANCE

- Explains what homeowners insurance policies cover
- Provides information on how to help lower premiums
- Explains the claims process after a disaster

## LIFE INSURANCE AND ANNUITIES

- Provides information to help consumers determine what life or annuity products are appropriate for them
- Helps consumers find old insurance policies on a deceased loved one
- Provides assistance if the insurance company improperly denies a claim

## PUBLIC PENSION

- Conducts compliance examinations on the Suburban and Downstate Police and Fire Public Pension Funds
- Advises the General Assembly on the regulated pension funds
- Provides statistical data

