



**WEST VIRGINIA OFFICES OF THE INSURANCE COMMISSIONER**  
**Property & Casualty Complaint Form**

Please be advised that your complaint and any documents which you provide at any time in connection with your complaint may, as appropriate, be shared with the insurance company, agent, adjuster or any other entity regulated by the Insurance Commissioner against whom your complaint is filed. These documents may also be distributed to other parties engaged in your contested case or other matters pending before the Insurance Commissioner, including appropriate employees of this agency. However, documents and information that are exempt under the West Virginia Freedom of Information Act will not be released if we receive a request for the records under that Act. By signing and submitting the complaint below, you are specifically authorizing the Offices of the West Virginia Insurance Commissioner to disseminate or distribute to any party or entity described above any private information that you have filed at any time with the Consumer Service Division that relates to your complaint. You further authorize such other distribution of this information as the laws of the United States and the State of West Virginia permit or require.

Contact information	
Name: _____	Company name (if applicable): _____
Address: _____	County: _____
City: _____	State: _____ Zip Code: _____
Preferred Phone #: _____	Email Address: _____

Insurance information	
Claimant's name (if other than yourself): _____	Date of Injury or Loss: ____ / ____ / ____
Insured Name (if other than yourself): _____	Other Entities/individuals involved: _____
Insurance Company/Agent Name: _____	
Type of Coverage: <input type="checkbox"/> Auto <input type="checkbox"/> Homeowners <input type="checkbox"/> Worker's Comp <input type="checkbox"/> Other: _____	
Policy #: _____	Claim #: _____

**Reason for complaint / Relief requested**

*Please describe the facts and circumstances which form the basis of your complaint and include specific policy language and or statute / rule provision in question if known. Please attach copies of any relevant correspondence, policy provisions, etc. You may attach additional pages if necessary:* \_\_\_\_\_

A complaint filed on behalf of a corporation must be signed by an officer of the corporation. For the Division to take action on your complaint, you must sign and date this form indicating your agreement to the following:

I hereby authorize the insurance company, or their representative, to provide to the West Virginia Offices of the Insurance Commissioner documents, claim-related data, or other information necessary for consideration of this complaint, including but not limited to medical records, billing information and/or private or personal information requested.

Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

*Please complete, sign, date, and return the original form with any attachments to:*

**Consumer Services Division WV Offices of  
the Insurance Commissioner**  
Post Office Box 50540  
Charleston, West Virginia 25305-0540

Phone: (304) 558-3386  
Fax: (304) 558-4965  
Email: OICConsumerServices@wv.gov  
Website: www.wvinsurance.gov

*If you would like to stop by our office, please call for an appointment*  
**FOR ASSISTANCE WITH COMPLETING THIS FORM, PLEASE CALL OUR OFFICE AT**  
**1-888-TRY-WVIC (1-888-879-9842)**

