

Services for Consumers

Consumer Complaint Form

- STEP 1: Please fill out all applicable fields. Required fields have labels in bold.
- STEP 2: If you want to send the complaint electronically, click "Continue".
- STEP 3: On page 2, before submitting the complaint, you may attach supporting documents.
Note: Our system can accept (on page 2 of this complaint form) the following file types as attachments to your complaint: doc, docx, and pdf. Maximum file size is 25MB.
- STEP 4: When ready to send the complaint electronically, click "Submit". YOU MUST CLICK "SUBMIT" OR YOUR FORM WILL NOT BE RECEIVED.
- **Note: This form was developed for IE 7 and above. Older browsers may not work as designed.**

If you want to send the complaint by mail, click "Print", and send to:
 NC Department of Insurance
 Consumer Services Division
 1201 Mail Service Center
 Raleigh, NC 27699-1201

HEALTH CARE PROVIDERS: Do not use this form to file complaints regarding your patients' healthcare plans/claims. Please use the Provider Complaint Form that can be accessed from the [Health Care Professionals and Facilities](#) page.

Date: 10/08/2013

COMPLAINANT INFORMATION

Prefix: First Name: Middle Initial: Last Name:

Business: County:

Address Line 1: Address Line 2:

City: State: Zip Code:

Work Phone: Work Phone Ext: Home Phone:

Cell: Fax: Email:

INSURANCE INFORMATION

Name of Insured if different - First Name: Middle Initial Last Name:

Insurance Company:

Agent:

Adjuster:

Policy or Subscriber ID#:

Claim or Certificate #:

Date of Loss(mm/dd/yyyy):

Type of Insurance(Please select one) Life Health Auto Homeowners Other Life/Health Other Property/Casualty

If Life or Health policy, show the state in which your policy/certificate was purchased:

Are you represented by an attorney in this matter? Yes No

(If yes, please provide the consent form)

Attorney Name:

How did you hear about us?

DETAILS OF THE COMPLAINT:

The Insurance Department is authorized to send a copy of this document(s) to any company or agency involved. I authorize the release of all relevant information to the North Carolina Department of Insurance for its use in the review of this matter. Please note that consumer complaints become public records in accordance with North Carolina General Statute 58-2-100.

Print Form

Continue...