



A Consumer's Guide



to *Home Insurance*



## About the NAIC ...

The National Association of Insurance Commissioners (NAIC) is the oldest association of state government officials. Its members consist of the chief insurance regulators in all 50 states, the District of Columbia and five U.S. territories. The primary responsibility of state insurance regulators is to protect the interests of insurance consumers, and the NAIC helps regulators fulfill that obligation in a number of different ways. This guide is one example of work done by the NAIC to assist states in educating and protecting consumers.

Another way the NAIC lends support to state regulators is by providing a forum for the development of uniform public policy when uniformity is appropriate. It does this through a series of model laws, regulations and guidelines, developed for the states' use. States that choose to do so may adopt the models intact or modify them to meet the needs of their marketplace and consumers.

The NAIC's mission is to assist state insurance regulators, individually and collectively, in serving the public interest and achieving the following fundamental insurance regulatory goals in a responsive, efficient and cost effective manner, consistent with the wishes of its members:

- Protect the public interest;
- Promote competitive markets;
- Facilitate the fair and equitable treatment of insurance consumers;
- Promote the reliability, solvency and financial solidity of insurance institutions; and
- Support and improve state regulation of insurance.

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*A Consumer's Guide to*

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# HOME INSURANCE



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National Association of Insurance Commissioners

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Printed in the United States of America

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## Introduction

Home insurance is an expensive purchase for many Americans. This guide provides information on how to make decisions that can lower the cost of your home insurance and increase the value you receive.

Although home insurance is not required by law in most states, if your home is mortgaged, your lender may require the purchase of insurance on your home.

To get the best value for your money, you must take responsibility for your home insurance purchase and make your own decisions.

The coverages offered to homeowners are typically contained in a package of liability and property coverages. This consumer guide principally addresses the package of coverages found in a "homeowners" policy. It does not address the more limited offerings of fire and extended coverages. It does not address the state special programs established to meet special needs, including availability. Contact your state's insurance department for more detail about special conditions or programs in your state.

### *Why Buy Home Insurance?*

- **Owners:** To protect your house and personal property.
- **Tenants:** To protect your furniture and other personal property.
- **Everyone:** To protect against liability for accidents that injure other people and/or damage their property.

## Commonly Asked Questions

### *How Much Home Insurance Do I Need?*

- **Property Protection:** The better your coverage, the less you will have to pay out of your own pocket if disaster strikes. Most people will want to have sufficient coverage in place to rebuild their home if it is destroyed.
- **Legal Self Protection:** You need enough liability coverage to protect yourself from lawsuits resulting from your negligence.
- **Lender Requirements:** Your lender may require you to cover the house for at least the amount of the mortgage. This may be either too little or too much coverage for your individual circumstances. You are not required to purchase insurance from the insurer recommended by your lender.
- **Policy Requirements:** Insurers may impose some coverage requirements for replacement cost protection (see Page 4).

### *What Affects Home Insurance Prices?*

- **Type of Construction:** Frame houses usually cost more to insure than brick.
- **Age of House:** New homes may qualify for discounts in some states. Some insurance companies either may not insure very old homes or may offer a limited form of coverage.
- **Local Fire Protection:** Your home's distance from a fire hydrant and the quality of your local fire department determine your fire protection class.

- **Amount of Coverage:** The amount of coverage you buy for your house, contents and personal liability will affect the price you pay.
- **Deductible Amount:** Your choice of a higher deductible will reduce the price of home insurance.
- **Discounts:** In some states, insurers offer lower prices for such things as insuring your home and car with the same company and installing deadbolt locks or alarm systems.
- **Credit Reports:** In many states, insurers use your credit history as a factor in considering whether to sell you insurance and to determine the price you will be charged.

### *Which Deductible Should I Choose?*

- The deductible applies only to coverage on your house and personal property. It is the amount you have to pay out of pocket on each claim.
- A policy with a \$100 deductible will cost more than one with a \$250 deductible. Higher deductibles may be available at a reduced price.

## **Basic Coverages Available**

Whether you own or rent, there are different packages of home insurance offered to protect your home and belongings.

Each package protects against a specified number of perils. Perils are events that cause damage to property. Three examples are fire, windstorm and theft. In addition to coverage for named perils, each package policy usually contains four additional types of coverage: property damage, additional living expenses, personal liability and medical payments. Home insurance policies apply to most owner-occupied single-family homes, and are modified slightly for apartments and condominiums.

### *Property Damage*

Property damage coverage helps pay for damage to your home and personal property. Other structures — such as tool sheds, detached garages, houses and their contents — are also covered. You should check with your agent or your insurance company to determine if the amount of coverage on other structures is sufficient.

Personal property is the contents of your home and other personal belongings owned by you or family members who live with you.

Home insurance policies may provide limited coverage for small boats; however, most home insurance policies do not cover motorized vehicles unless they are unlicensed and used only at your home. Your insurance agent or your insurance company can help you find appropriate coverage for your car, boat, snowmobile or other recreational equipment.

Some forms of personal property — such as silverware, computers, guns, money, expensive antiques and jewelry — have limited coverage under your homeowners policy and you may need to consider purchasing additional insurance. This coverage can be added to your policy as an endorsement.

You can choose to insure your home and belongings for either replacement cost or actual cash value. These terms are explained below.

## Replacement Cost or Actual Cash Value?

**Replacement cost** is the amount it would take to replace or rebuild your home or repair damages with materials of similar kind and quality, without deducting for depreciation.

Depreciation is the decrease in home or property value since the time it was built or purchased because of age or wear and tear.

Many insurers require homeowners to insure their homes for at least 80% of the replacement cost. If the homeowner fails to insure for at least 80% of the replacement cost, a penalty is applied to partial losses. For example, if it would cost \$50,000 to replace your home and it is insured for \$40,000 (80% of its replacement value), and a fire causes \$25,000 worth of damage, then your insurance company will pay the full \$25,000.

On the other hand, if your \$50,000 home is insured for \$30,000 (which is less than 80% of its replacement value), and you suffer a \$25,000 loss, your insurance company would pay for only part of the loss. You would have to pay the balance out of pocket. Your company would pay for damages based on the following formula:

|   |            |              |
|---|------------|--------------|
| Amount of insurance carried                                     | = \$30,000 | = 3/4 or 75% |
| Amount of insurance necessary to cover assets (80% of \$50,000) | = \$40,000 |              |

Using these figures, your insurance company will only pay for 75% of your \$25,000 loss. Hence,  $3/4 \times \$25,000$  loss = \$18,750 paid by the company. You would have to pay the balance: \$6,250.

As you can see, insuring your home for at least 80% of its replacement cost is important. Check with your agent or insurance company to see what is required. You may wish to insure at 100% of replacement cost so you will have sufficient coverage in the event of a total loss.

**Actual cash value** is the amount it would take to repair or replace damage to your home after depreciation. For example, if your roof has a 20-year warranty and is 17 years old, there would be depreciation for the age and condition of the roof.

Most standard home insurance policies cover the contents of your home (i.e., personal belongings) on an actual cash value basis. Many insurers offer an option for you to insure your belongings at replacement cost. The premium will be slightly higher for this coverage; however, you may want to consider the option.

Whether your home is insured for replacement value or actual cash value, it is important to keep track of its value. For instance, the addition of a room, new insulation and yearly inflation all increase the replacement cost of your home, while the actual cash value of the home may decrease over time.

Check with your agent or insurance company at least once a year to make sure your policy provides adequate coverage.

### ***Additional Living Expenses***

Most home insurance policies provide additional living expenses that will pay some expenses if your home is damaged by an insured event to the extent that you cannot live there while repairs are being made, or if you are denied access to your home by government order. These expenses could include limited motel, restaurant meals and warehouse storage.

### ***Personal Liability***

This coverage protects you against a claim or lawsuit resulting from (non-auto and non-business) bodily injury or property damage to others caused by your negligence. This coverage applies to you and all family members who live with you. You should check with your agent or insurance company to determine if the amount of personal liability coverage is sufficient.

### ***Medical Payments***

Regardless of who is at fault, this coverage pays medical expenses for persons accidentally injured on your property by a member of your family or by your pets. Medical payments do not apply to your injuries or those of family members living with you or to activities involving your at-home business. You should check with your agent or insurance company to determine if the amount of medical payments coverage is sufficient.

## **Insurance Forms**

An insurance form is another name for an insurance policy, and it specifies which perils your home and belongings are insured against. The following are descriptions of the various insurance forms available for homeowners, renters and condominium owners. Not all insurers use these exact terms to describe their home insurance forms; however, the coverage provided will be similar.

### ***Home Insurance***

The five homeowners package forms offered to owners of single-family owner-occupied homes are HO-1, HO-2, HO-3, HO-3 with HO-15, and HO-8. These policy forms insure your home and belongings against at least 11 named perils. The more perils your policy covers, the more you will pay for the policy.

- **Basic Form (HO-1)** insures your property against the first 11 basic perils shown in the chart on Page 7.
- **Broad Form (HO-2)** covers the 18 perils listed in the chart on Page 7.
- **Special Form (HO-3)**, the most popular of all homeowners forms, offers a broad range of coverage. This form provides comprehensive coverage on your home and broad named peril coverage on your contents.
- **Comprehensive Form (HO-3 with HO-15)** covers your home and personal property for everything that is not specifically excluded. This policy generally provides the broadest coverage available, but it is not offered by all companies and it usually costs more.

- **Modified Coverage Form (HO-8)** is designed to provide package coverage to the owner-occupants of homes that do not meet all the requirements applicable to other homeowners forms. The HO-8 provides building and personal property coverage slightly more restrictive than that of other homeowners forms for owner-occupants that include a replacement cost clause. The HO-8 is particularly well-suited for residences that have suffered extensive depreciation.

Your home may not qualify for one of the five homeowners package policies; therefore, a company may offer you limited coverage on your house. This coverage may be Fire and extended coverage often called a dwelling fire policy. Your home, and only your home, would be covered for damage due to very specific perils or losses.

### ***Renters Insurance***

If you rent an apartment or a house, you are responsible for liability coverage and for insuring your personal possessions. Liability coverage protects renters the same as it would if you were a homeowner.

The owner of the property is responsible for insuring the building and for obtaining his or her own liability coverage.

- **Tenants Form (HO-4)**, or a renter policy, insures your household contents and personal belongings against the perils included in the home insurance Broad Form (HO-2). (Please see Page 7.) Like home insurance, it provides coverage for additional living expenses and includes personal liability protection.

### ***Condominium Insurance***

Your condominium association should purchase a policy that covers the building, including any common walls and grounds, including liability associated with common properties. You have a right to examine the association policy.

To protect your contents and interior walls, you may purchase Condominium Unit-Owners Form (HO-6). An individual unit-owner policy is similar to home insurance and renters insurance.

- **Condominium Unit-Owners Form (HO-6)** will cover a unit-owner who wishes to insure his or her property or to cover any items not insured by the association's policy. A unit-owner policy will also pay for property damage to personal belongings, wall, floor and ceiling coverings, and any accessories not originally installed in the unit. It also provides personal liability protection.

### ***Optional Coverages You May Wish to Consider***

- **Guaranteed Replacement Cost**  
Coverage Guaranteed replacement cost coverage is the most complete coverage for your home. To obtain this type of coverage, you typically must meet specific underwriting rules and conditions of the company. This may include increasing the amount of your insurance on a monthly, quarterly or yearly basis to keep up with the inflation rate. Check with your insurance agent to determine if an additional premium is required and if there are exclusions or conditions that apply.

- **Inflation Guard Endorsement**

If the replacement cost of your home is increasing with inflation, your policy limits must be periodically increased to maintain your coverage at 80% or higher. Even though the amount of homeowners insurance you carry is at least 80% of your home replacement cost, this amount of coverage may not be enough in the future. To aid you in keeping coverage at an adequate level, some companies offer an "Inflation Guard Endorsement." This endorsement will allow your insurance company to automatically change your policy limit during the policy period. Normally, the higher premium is not paid until the time of renewal. Even if you have this endorsement on your policy, you should check your coverage limits periodically to make sure you are adequately, but not excessively, insured. Not all companies offer this endorsement, so check with your agent or insurance company if you are interested in purchasing it.

- **Scheduled Personal Property Endorsement**

This endorsement is sometimes called a "personal article floater." A personal article floater covers possessions such as jewelry, furs, stamps, coins, guns, computers, antiques and other items that may exceed normal limits in your regular home insurance policy. A personal article floater itemizes each article, gives a description of the article insured and lists excluded perils. It often provides coverage that is broader than the coverage granted in the home insurance policy. There is typically no deductible applied to this coverage.

- **Increased Limits on Money and Securities**

This endorsement increases the coverage on money, bank notes, securities, deeds, etc.

- **Secondary Residence Premises Endorsement**

Homeowners coverage under this endorsement applies to a secondary residence (e.g., a summer home). Remember that these secondary residences are **not** automatically covered by the home insurance policy on your primary or principal residence.

- **Watercraft Endorsement**

Applicable to small sailboats and outboard motor boats, this endorsement broadens personal liability and medical payments coverage on them.

- **Theft Coverage Protection Endorsement**

As a result of this endorsement, your theft protection is broadened. The contents of your motor vehicle, trailer or watercraft are covered without proof of forcible entry. This endorsement applies only to forms HO-1, HO-2, HO-3 and HO-4.

- **Credit Card Forgery and Depositors Forgery Coverage Endorsement**

Loss, theft or unauthorized use of credit cards (with certain exceptions) is covered by this endorsement. Also covered is the forgery of any check, draft, promissory note, etc., again with certain exceptions. No deductible applies to this endorsement.



## Smart Shopping

The key to comparison shopping is to know which insurance coverages you need before you start and then to find out how much those coverages will cost from a number of insurers. Comparison shopping takes time, but it will save you money.

Different companies charge different rates for the same coverage. No one wants to pay more for their home insurance than they absolutely have to. The only way you can make certain you are not paying too much is to shop around. Find out what different insurers charge for identical products and services.

### *Seek Unbiased Information*

Information is available to consumers from a number of unbiased sources. These sources include public libraries, state insurance departments, the Internet, consumer groups and consumer publications.

Because the insurance industry, like many other industries, has developed many words not commonly used by the average person, consumers may need to find a good glossary or dictionary of insurance terms.

Consumers may also obtain a wide variety of information from their state insurance department. Most insurance departments publish home insurance guides that contain information specific to that particular jurisdiction. Every state insurance department has personnel available to answer questions regarding home insurance coverage.

Many state insurance departments help the citizens of their state to comparison shop by publishing premium comparisons. Premium comparisons survey the insurance companies with regard to their rates for a number of locations and typical policyholders. The results of the survey are published for public use.

If your insurance department publishes a premium comparison, it can only be used to give you a general idea of rates available in your state. For specific information, you must contact individual insurers. However, premium comparisons may help you to narrow your choice of insurers or agents you want to call.

### *Where to Shop*

When you begin to contact insurers, there are a few things you should know about how insurance companies market their products.

Most insurance companies and many agents advertise. Check the newspaper and yellow pages of the telephone directory for companies and agents in your area. In addition, contact your neighbors, relatives and friends for recommendations on insurance companies and agents. Ask them about their experience regarding price and service. In particular, ask them what kind of claim service they have received from the companies they recommend.

Consumers often rely on their insurance agent or company to tell them what kind of coverage they need. Insurance agents are paid on a commission basis.

***Remember, competition only works if the consumer shops for coverage.***

## ***Price Quotations***

When shopping for home insurance, premium quotations are a useful tool for comparison of different companies' products. When asking for price quotations, it is crucial that you provide the same information to each agent or company.

To give you an accurate quote the agent or company will usually request the following information. This information is necessary to the rating process described earlier in this guide.

- Description of your house;
- Distance from the nearest fire department and fire hydrant;
- Square footage;
- Security devices;
- A picture of your home; and
- The coverages and limits you want.

You should understand that not all insurance companies use insurance agents to sell their product. Insurance companies generally use one of three methods to market their product: direct marketing, independent agents or exclusive agents. The type of marketing method may be good or bad for a consumer, depending on the type of services offered. Therefore, consumers should be aware of each of the three methods and may want to consider them in their purchase decision.

- **Direct Marketing**

Direct marketers sell insurance over the Internet, through the mail and by telephone. In some cases, consumers can save money with direct marketers because these companies do not have to pay insurance agents commissions to sell their policies. Companies can pass along some of these savings to the consumer. However, some consumers prefer to pay an additional premium for the opportunity to have a local agent available to them.

- **Independent Agents**

If you decide to call agents for quotations, ask them how many companies they represent. Independent agents represent several companies; therefore, you can get quotes for more than one insurance company from one agent. This is considered an advantage to many consumers.

- **Exclusive Agents**

Some insurance companies sell coverage through agents that only represent their company. These companies call their agents an exclusive agency force. Exclusive agents can only offer you coverage from the company they represent; therefore, you can only get a quote from one company for each exclusive agent that you talk to. Sometimes, exclusive agents may work for a lower rate of commission than independent agents. This is because companies do not have to give the agent an incentive to write their product over another company's product. The lower commission structure, especially on commissions for renewal business, can represent significant cost savings to the insurance company and often a portion of that savings is passed along to the consumer in the form of lower premiums.

### ***For Your Protection***

Once you have selected the insurance coverages you need and an insurance agent or company, there are steps you can take to make certain you get your money's worth.

Before signing an application for any insurance coverage, contact your state insurance department and verify that the company and the agent you are dealing with are licensed in your state. It is illegal for unlicensed insurers to sell insurance. Business cards are not proof of a licensed insurance agent or company. If you do business with an unlicensed agent or company, you have no guarantee that the coverage you pay for will ever be honored. If you purchase insurance from companies not legally doing business within your state, you will not be protected by the guaranty fund should the company fail.

Every state has a safety net to protect insurance consumers from financial loss in the rare instance that a company becomes insolvent. This safety net is called a "guaranty fund." The guaranty funds are established by state law and are composed of licensed companies in the state. They pay the claims of policyholders and other claimants of an insolvent company. The money to pay the claims against the insurance company comes from assessments made against all of the insurance companies that are members of the guaranty fund.

If you are contacted by an unlicensed agent or company, call your state insurance department immediately so that regulatory action can be taken. By doing so, you may protect someone less knowledgeable than you from being victimized.

You should be aware that a home insurance policy is a legal contract. It is written so that your rights and responsibilities, as well as those of the insurance company, are clearly stated. When you purchase home insurance, you will receive a policy. You should read that policy and make certain you understand its contents. If you have questions about your insurance policy, contact your insurance agent or company for clarification. Keep your policy in a safe place and know the name of your insurer. If you still have questions, contact your state insurance department.

## **Your State Insurance Department**

Your state insurance department exists to serve you. State insurance departments can be a source of unbiased information and assistance to you.

State insurance departments regularly publish written information valuable to the home insurance consumer. They may have additional consumer guides that outline your specific rights and responsibilities under your state's insurance laws and regulations. They also may publish premium comparison reports for your use in shopping for insurance. If you do not understand your insurance policy, you can contact your state insurance department and ask questions.

If you have a complaint against an insurer, it is always best to contact your insurance company first and attempt to settle the matter. Most insurance companies have policyholder service offices set up precisely to handle such questions. If you still are not satisfied, contact your state insurance department. State insurance departments have complaint specialists to help you with your problem. Although they cannot represent you legally against an insurance company or adjustor, they can make an appropriate investigation into potential violations of insurance laws or regulations based on your complaint.

## List of State Insurance Departments

Each state has its own laws and regulations governing all types of insurance. The insurance departments are responsible for enforcing these laws, as well as providing the public with information about insurance. Please note that toll-free numbers listed here can only be made from within the respective

### Alabama

Department of Insurance  
P.O. Box 303351  
Montgomery, AL 36130-3351  
(334) 269-3550  
www.aldoi.gov

### Alaska

Division of Insurance  
550 W. 7th Ave, Suite 1560  
Anchorage, AK 99501-3567  
(907) 269-7900  
www.commerce.state.ak.us/insurance

### American Samoa

Executive Office Building  
Pago, Pago, American Samoa 96799  
011 (684) 633-4116

### Arizona

Department of Insurance  
2910 N. 44th St, Suite 210  
Phoenix, AZ 85018-7256  
(602) 364-3100  
www.id.state.az.us

### Arkansas

Department of Insurance  
1200 W. 3rd St.  
Little Rock, AR 72201-1904  
(501) 371-2600  
www.insurance.arkansas.gov

### California

Department of Insurance  
300 Capitol Mall, Suite 1700  
Sacramento, CA 95814  
(916) 492-3500  
www.insurance.ca/gov

### Colorado

Department of Regulatory Agencies  
1560 Broadway, Suite 850  
Denver, CO 80202  
(303) 894-7499  
www.dora.state.co.us/insurance

### Connecticut

Department of Insurance  
P.O. Box 816  
Hartford, CT 06142-0816  
(890) 297-3800  
www.ct.gov/cid

### Delaware

Department of Insurance  
Rodney Building  
841 Silver Lake Blvd.  
Dover, DE 19904  
(302) 674-7300  
www.delaware.insurance.gov

### District of Columbia

Department of Insurance, Securities  
and Banking  
Government of the District of  
Columbia  
810 First St N.E., Suite 701  
Washington, DC 20002  
(202) 727-8000  
www.disr.dc.gov

### Florida

Office of Insurance Regulation  
200 East Gaines St.  
Tallahassee, FL 32399-0301  
(850) 413-3140  
www.floir.com

### Georgia

Department of Insurance  
2 Martin Luther King Jr. Dr.  
704 W. Tower  
Atlanta, GA 30334  
(404) 656-2056  
www.gainsurance.org

### Guam

Department of Insurance  
Government of Guam  
P.O. Box 23607  
GMF, Guam 96921  
011 (671) 475-1823  
www.guamtax.com

### Hawaii

Department of Commerce and  
Consumer Affairs  
P.O. Box 3614  
Honolulu, HI 96811-3614  
(808) 586-2790  
www.hawaii.gov/dcca/ins

### Idaho

Department of Insurance  
P.O. Box 83720  
Boise, ID 83720-0043  
(208) 334-4250  
www.doi.idaho.gov

### Illinois

Department of Insurance  
320 W. Washington St, 4th Flr  
Springfield, IL 62767-0001  
(312) 814-2427  
www.idfpr.com

### Indiana

Department of Insurance  
311 W. Washington St, Suite 300  
Indianapolis, IN 46204-2787  
(317) 232-2385  
www.in.gov/idoi

### Iowa

Department of Insurance  
330 E. Maple St.  
Des Moines, IA 50319-0065  
(515) 281-5705  
www.iid.state.ia.us

### Kansas

Department of Insurance  
420 S.W. 9th St.  
Topeka, KS 66212-1678  
(785) 296-3071  
www.ksinsurance.org

### Kentucky

Department of Insurance  
P.O. Box 517  
Frankfort, KY 40602-0517  
(502) 564-6027  
Toll-free: (800) 595-6053  
www.doi.ppr.ky.gov

**Louisiana**

Department of Insurance  
P.O. Box 94214  
Baton Rouge, LA 70804-9214  
(225) 342-5423  
www.ldi.la.gov

**Maine**

Department of Professional and  
Financial Regulation  
34 State House Station  
Augusta, ME 04333-0034  
(207) 624-8475  
www.maine.gov/pfr/insurance

**Maryland**

Department of Insurance  
525 Saint Paul Place  
Baltimore, MD 21202-2272  
(410) 468-2000  
www.mdinsurance.state.md.us

**Massachusetts**

Department of Insurance  
One South Station, 5th Flr  
Boston, MA 02110-2208  
(617) 521-7794  
www.state.ma.us/doi

**Michigan**

Office of Financial and Insurance  
Services  
P.O. Box 30220  
Lansing, MI 48909-7720  
(517) 335-3167  
Toll-free: (877) 999-6442  
www.michigan.gov/ofis

**Minnesota**

Department of Commerce  
85 7th Place East, Suite 500  
St. Paul, MN 55101-2198  
(651) 296-4026  
www.commerce.state.mn.us

**Mississippi**

Department of Insurance  
P.O. Box 79  
Jackson, MS 39205  
(601) 359-3569  
Toll-free: (800) 562-2957  
www.doi.state.ms.us

**Missouri**

Department of Insurance  
P.O. Box 690  
Jefferson City, MO 65102-0690  
(573) 751-4126  
Toll-free: (800) 726-4390  
www.insurance.mo.gov

**Montana**

State Auditor's Office  
840 Helena Ave  
Helena, MT 59601  
(406) 444-2040  
Toll-free: (800) 332-6148  
www.sao.state.mn.us

**Nebraska**

Department of Insurance  
Terminal Building  
941 'O' St, Suite 400  
Lincoln, NE 68508  
(402) 471-2201  
www.doi.ne.gov

**Nevada**

Department of Insurance  
788 Fairview Dr, Suite 300  
Carson City, NV 89701-5491  
(775) 687-4270  
Toll-free: (800) 992-0900  
www.doi.state.nv.us

**New Hampshire**

Department of Insurance  
21 Fruit St, Suite 14  
Concord, NH 03301  
(603) 271-2261  
Toll-free: (800) 852-3416  
www.nh.gov/insurance

**New Jersey**

Department of Banking and Insurance  
20 W. State St.  
P.O. Box 325  
Trenton, NJ 08625-0325  
(609) 292-5360  
Toll-free: (800) 446-SHOP  
www.state.nj.us/dobi

**New Mexico**

Department of Insurance  
P.O. Box 1269  
Sante Fe, New Mexico 87504-1269  
(505) 827-4601  
Toll-free: (800) 947-4722  
www.nmprc.state.nm.us/id.htm

**New York**

Department of Insurance  
25 Beaver St.  
New York, NY 10004-2319  
(212) 480-2289  
www.ins.state.ny.us

**North Carolina**

Department of Insurance  
1201 Mail Service Center  
Raleigh, NC 27699-1201  
(919) 733-3058  
Toll-free: (800) 662-7777  
www.ncdoi.com

**North Dakota**

Department of Insurance  
600 E. Blvd Ave, 5th Flr  
Bismarck, ND 58505-0320  
(701) 328-2440  
Toll-free: (800) 247-0560  
www.nd.gov/ndins

**Ohio**

Department of Insurance  
2100 Stella Ct.  
Columbus, OH 43215-1067  
(614) 644-2658  
www.ohioinsurance.gov

**Oklahoma**

Department of Insurance  
P.O. Box 53408  
Oklahoma City, OK 73152-3408  
(405) 521-2828  
Toll-free: (800) 522-0071  
www.oid.state.ok.us

**Oregon**

Department of Insurance  
P.O. Box 14480  
Salem, OR 97309-0405  
(503) 947-7980  
Toll-free: (800) 877-4894  
www.oregoninsurance.org

**Pennsylvania**

Department of Insurance  
1326 Strawberry Square  
Harrisburg, PA 17120  
(717) 783-0442  
www.insurance.state.pa.us

**Puerto Rico**

Department of Insurance  
P.O. Box 8330  
Fernandez Juncos Station  
San Juan, PR 00910-8330  
(787) 722-8686  
www.ocs.gobierno.pr

**Rhode Island**

Department of Business Regulation  
233 Richmond St, Suite 233  
Providence, RI 02903-4233  
(401) 222-2223  
www.dbr.state.ri.us

**South Carolina**

Department of Insurance  
P.O. Box 100105  
Columbia, SC 29202-3105  
(803) 737-6212  
www.doi.sc.gov

**South Dakota**

Department of Revenue and  
Regulation  
445 E. Capitol Ave  
Pierre, South Dakota 57501-3185  
(605) 773-3563  
www.state.sd.us/drr

**Tennessee**

Department of Commerce and  
Insurance  
Davy Crockett Tower, 5th Flr  
500 James Robertson Parkway  
Nashville, TN 37243-0565  
(615) 741-2241  
Toll-free: (800) 342-4029  
www.state.tn.us/commerce

**Texas**

Department of Insurance  
P.O. Box 149104  
Austin, TX 78714-9104  
(512) 463-6469  
Toll-free: (800) 578-4677  
www.tdi.state.tx.us

**Utah**

Department of Insurance  
State Office Building, Room 3110  
Salt Lake City, UT 84114-6901  
(801) 538-3800  
Toll-free: (800) 439-3805  
www.insurance.utah.gov

**Vermont**

BISHCA Insurance Division  
89 Main St, Drawer 20  
Montpelier, VT 05620-3101  
(802) 828-3301  
www.bishca.state.vt.us

**U.S. Virgin Islands**

Dept. of Banking and Insurance  
Kongens Gade, No 5049  
Charlotte Amalie  
St. Thomas, VI 00802-6487  
(340) 774-7166  
www.ltg.gov.vi

**Virginia**

State Corporation Commission  
P.O. Box 1157  
Richmond, VA 23218  
(804) 371-9741  
Toll-free: (800) 552-7945  
www.scc.virginia.gov/division/boi

**Washington**

Office of the Insurance  
Commissioner  
P.O. Box 40258  
Olympia, WA 40258  
(360) 725-7000  
www.insurance.wa.gov

**West Virginia**

Department of Insurance  
P.O. Box 50540  
Charleston, WV 25305-0540  
(304) 558-3354  
Toll-free: (888) 879-9842  
www.wvinsurance.gov

**Wisconsin**

Office of the Commissioner of  
Insurance  
P.O. Box 7873  
Madison, WI 53707-7873  
(608) 266-3585  
Toll-free: (800) 236-8517  
www.oci.wi.gov

**Wyoming**

Department of Insurance  
Herschler Building, 3rd Flr E.  
122 W. 25th St.  
Cheyenne, WY 82002-0440  
(307) 777-7401  
Toll-free: (800) 438-5768  
www.insurance.state.wy.us











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