



# TEXAS DEPARTMENT OF INSURANCE

## Compliance Division - Consumer Protection (111-1A)

333 Guadalupe, Austin, Texas 78701 ★ PO Box 149091, Austin, Texas 78714-9091  
(800) 252-3439 | F: (512) 490-1007 | TDI.texas.gov | @TexasTDI

Date \_\_\_\_\_

## Complaint Form

### ► Submitting your complaint

Please fill out all portions of the complaint and authorization forms and sign the form at the end.  
Send your complaint to the Texas Department of Insurance one of these ways:

**Online Complaint Portal:** [www.tdi.texas.gov/consumer/complfrm.html](http://www.tdi.texas.gov/consumer/complfrm.html)

**Email:** [ConsumerProtection@tdi.texas.gov](mailto:ConsumerProtection@tdi.texas.gov)

**Mail:** Consumer Protection, Texas Department of Insurance

**Fax:** 512-490-1007

PO Box 149091 (mail code 111-1A)

**In person:** 333 Guadalupe, Austin, Texas 78701

Austin, Texas 78714-9101

**Note:** We can only accept hard copies, CDs, USB flash drives, and email attachments with documents, photos, and videos in PDF or JPEG format. We can't accept links to online documents and pictures.

### ► Contact information

Name \_\_\_\_\_ Provider (if applicable) \_\_\_\_\_

Address \_\_\_\_\_ Apartment or suite number \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Preferred phone \_\_\_\_\_ Work phone \_\_\_\_\_

### ► Policyholder information (if different than above)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

### ► My complaint is against

Insurance company name \_\_\_\_\_ Insurance agent/agency name \_\_\_\_\_

Insurance adjuster name \_\_\_\_\_ Other name \_\_\_\_\_

### ► Policy information

Insurance policy number \_\_\_\_\_ Claim number \_\_\_\_\_ Date of loss \_\_\_\_\_

Type of policy (accident, annuity, automobile, bond, commercial, disability, flood, federal, health, HMO, homeowner, liability, life, Medicare supplement, PPO, title, warranty contract, windstorm, workers' compensation)

► **My complaint concerns**

- My claim was denied
- My rates are too high
- Customer service
- My doctor is out of network
- My insurance company owes me a refund
- My claim was underpaid
- Delayed claim payment
- My agent stole my premium
- Improper claim/policy notice
- Agent misrepresented/failed to explain policy terms

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Email	Confirm email
TDI may release my email address in response to a public information request?	
Yes	No

► **My complaint is:**

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What do you consider a fair resolution to your problem?

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If you need more space, please attach additional pages.

**Note:** A copy of this complaint will be sent to the insurance companies or agents involved.

Have you submitted this complaint to TDI previously?    Yes    No    Complaint ID # \_\_\_\_\_

# Approval to share your health information and other private facts

## Authorization to disclose information

To help you, we might need to share information you gave us in your complaint with the person or organization that your complaint is about. Some of the information we need to share might be: (1) about your health, and (2) facts that ID you, for example, your address and birth date. By law, we need your approval to share this information.

### ► Who has the complaint?

\_\_\_\_\_  
Name of person who has the complaint

\_\_\_\_\_  
Other names used by the person who has the complaint

\_\_\_\_\_  
Date of birth

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State ZIP

\_\_\_\_\_  
Phone Other phone number Email address (optional)

### ► Who can get and use your information?

By signing this form, you allow the Texas Department of Insurance to share your information with: (1) state and federal government agencies, (2) international regulatory agencies, (3) law enforcement, and (4) the person or organization that the complaint is about:

\_\_\_\_\_  
Name of person or organization that the complaint is about

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State ZIP

\_\_\_\_\_  
Phone Fax

### ► What can be shared?

By signing this form, you allow TDI to share the complaint, your health information, and other private facts.

To allow us to share the following information, you must sign or type your name next to each item:

- \_\_\_\_\_ Mental health records (excluding psychotherapy notes)
- \_\_\_\_\_ Genetic information (including genetic test results)
- \_\_\_\_\_ Drug, alcohol, or substance abuse records
- \_\_\_\_\_ HIV/AIDS test results/treatment
- \_\_\_\_\_ Motor vehicle records

► **When will this approval end?**

This approval will end if:

- The person with complaint turns 18 years old (the complaint was filed for a person 17 or younger).
- The person who has the complaint tells us they no longer want to file a complaint.
- The person who has the complaint dies. or
- You enter an end date for this agreement here (this is optional): \_\_\_\_\_

Month (MM) / Day (DD) / Year (YYYY)

► **What are your rights?**

**You have the right to see and get facts we have about you.** If you want to get information we have about you, you must ask us in writing. You might need to pay to get a copy of this information. You can send your letter or email one of these ways:

**Email:** OpenRecords@tdi.texas.gov

**Fax:** 512-490-1021

**In person:** 333 Guadalupe, Austin, Texas 78701

**Mail:** Public Information Coordinator, Texas Department of Insurance

PO Box 149104 (mail code 110-1C)

Austin, Texas 78714-9104

**You have the right to ask that we fix information we have about you that is wrong.** If you want to ask that we fix information we have about you that is wrong, you must ask us in writing. The letter or email must have: (1) your name and mailing address, (2) your phone number, (3) details about what needs to be fixed, and (4) the reason or proof showing why the information is wrong. You can send your letter or email one of these ways:

**Email:** RecordCorrections@tdi.texas.gov

**Fax:** 512-490-1025

**In person:** 333 Guadalupe, Austin, Texas 78701

**Mail:** Record Correction Request, Texas Department of Insurance

PO Box 149104 (mail code 113-1C)

Austin, Texas 78714-9104

**You have the right to cancel or change this approval.** If you want to cancel this approval or change who can get your health information and other private facts, you must ask us in writing. You can email ConsumerProtection@tdi.texas.gov or send a letter to the address or fax number at the top of this form. Any actions taken and information shared before we get your letter or email are covered by this signed agreement.

► **Sign below to show you:**

- agree to allow TDI to share my health information and other private facts as listed on this form;
- know TDI might share my information with organizations that are covered in Texas Health and Safety Code section 181.154(c); and
- know TDI is not responsible for health information or private facts shared by the people or other organizations listed on this form.

\_\_\_\_\_  
Person who has the complaint or their authorized representative

\_\_\_\_\_  
Date

(Please type your name in the signature block if you're filling out electronically.)

**If an authorized representative signs this form:**

1. Print their name: \_\_\_\_\_

2. How are they related to the person with the complaint:    Parent        Guardian        Other: \_\_\_\_\_

**If the complaint is on behalf of a person who is age 17 or younger,** that person must sign here to allow us to share facts about: (1) birth control / reproductive care; (2) sexually transmitted diseases; (3) drug, alcohol, or substance abuse; and (4) mental health treatment.

\_\_\_\_\_  
Person who is age 17 or younger

\_\_\_\_\_  
Date