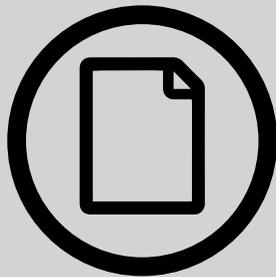


Consumer Assistance Report of January 2016

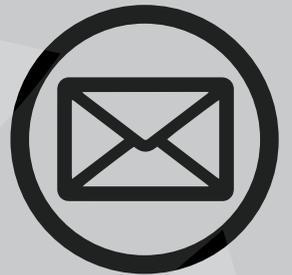
The Mission:

The mission of the Michigan Department of Insurance and Financial Services is to provide a business climate that promotes economic growth while ensuring that the insurance and financial services industries are safe, sound, and entitled to public confidence. In addition, the Department provides consumer protection, outreach and education services to Michigan citizens.



Opened New
Complaints:
285

Closed
Complaints:
291



Communication
Center Calls:
7,304

Recoveries:
\$588,412



The Values:

As a Department as individuals, we value integrity, honesty, personal excellence, continual self-improvement, and accountability. We strive to create and maintain active relationships with both consumers and licensees in the financial services industries to ensure adequate protections while fostering growth, strength and sustainability.

The Vision:

The vision of the Michigan Department of Insurance and Financial Services is a business climate in which the insurance and financial services industries are poised for economic growth and a regulatory environment that protects consumers while ensuring industry sustainability in a competitive market.

“It is DIFS’ duty to sustain an active relationship with Michigan’s consumers. This involves keeping consumers informed and helping them adapt to industry developments,”

-DIFS Director Patrick McPharlin

We encourage consumers to first attempt to resolve disputes directly with their financial service entity. If a resolution cannot be reached, our department can try to help resolve your dispute. If you would like our assistance, please complete and send us the complaint form for the type of financial service you are having difficulty with.