

The Department of Insurance and Financial Services' (DIFS) Office of Consumer Services has changed the standard time by which licensees must respond to consumer complaints. Effective September 1, 2024, licensees will have 14 calendar days to respond to a complaint after it is sent to the licensee's email and/or mailing address on record with DIFS.

As a reminder, complaint responses must be signed and dated on letterhead, with a detailed response to all the complainant's concerns and include documentation to support your position. Responses may be submitted via email or fax directly to the complaint analyst assigned to the complaint.

Thank you for your continued support in assisting Michigan consumers. If you have any questions, please feel free to contact me at DIFScomplaints@Michigan.gov.

Sincerely,

Amy Miilu, Insurance Complaint Unit Manager
Office of Consumer Services
Michigan Department of Insurance and Financial Services
877-999-6442
Fax: 517-763-0349
miilua@michigan.gov