

PRESS RELEASE

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State Insurance Department Web Site Gets 'A' Rating from National Consumers Group

The Arizona Department of Insurance Internet web site received an 'A' rating from the Consumer Federation of America as one of the nation's best for providing consumers with vital insurance information.

The Washington D.C.-based CFA commended the Insurance Department for offering a large number of publications (27) on the Internet and for making complaint information and rates easy to find. Arizona was one of 15 states to receive an 'A' rating.

J. Robert Hunter, CFA director of insurance and the author of the study, said states generally are doing a good job of utilizing the new Internet technology, but suggested that more can be done. Hunter said the CFA recommends that states look at states with 'A' ratings "to have clear models for improvement."

Arizona Insurance Director Charles R. Cohen said he was pleased that the CFA has recognized the efforts that have gone into making the agency's web site one of the nation's best for insurance consumers. "I commend my staff who have put so much work into making our web site valuable for insurance consumers," Cohen said. "We will keep improving it."

For industry professionals, easy access to official forms and valuable information and instructions is also available.

The web address is www.state.az.us/id on the Internet.

Among publications on the Insurance Department web site are surveys for auto and homeowners premium comparisons, Personal Lines (auto/homeowner) Complaint Ratios, HMO Complaint Ratios, two health care booklets and a brochure outlining details of the Health Care Appeals program.

