



# 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

**ATTENTION:** The Texas Department of Insurance can't forward Part II of this form or any attachments provided until you complete, fill in the signature line, and return the authorization on pages 3-4.

#### Part I:

#### Contact Information

NAME		PROVIDER (if applicable)
ADDRESS		
CITY	STATE	ZIP CODE
PREFERRED PHONE	WORK PHONE	

#### Policyholder Information (if different than above)

NAME		
ADDRESS		
CITY	STATE	ZIP CODE

#### 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
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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 |            |                     |
- Other: \_\_\_\_\_

#### My Complaint Concerns

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

**Part II:**

EMAIL CONFIRM EMAIL

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

**My complaint is:**

Multiple horizontal lines for text entry.

**What do you consider a fair resolution to your problem?**

Multiple horizontal lines for text entry.

If you need more space, please attach additional pages.

SIGNATURE DATE

(Please type your name on all signature lines in this form if you're filling out electronically.)

**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 # \_\_\_\_\_

**Submitting Your Complaint**

Please submit complaints:

- **Online:** Use the Online Complaint Portal at [www.tdi.texas.gov/consumer/complfrm.html](http://www.tdi.texas.gov/consumer/complfrm.html).
- **By mail:** MC 111-1A, Consumer Protection, Texas Department of Insurance, P.O. Box 149091, Austin, Texas 78714-9091
- **In person or by delivery service:** Texas Department of Insurance, Consumer Protection (111-1A), 333 Guadalupe St., Austin, Texas 78701
- **By fax:** (512) 490-1007
- **By email:** [ConsumerProtection@tdi.texas.gov](mailto:ConsumerProtection@tdi.texas.gov)

**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.

## Authorization to Disclose Protected Health Information or Other Confidential Information

In order to fully resolve a complaint filed with TDI, TDI may need to disclose your protected health information or other confidential information provided with the complaint. Please read this entire form before signing and complete all the sections that apply to you.

Covered entities, as that term is defined by Texas Health & Safety Code § 181.001, and including TDI, must obtain a signed authorization from the individual or the individual's legally authorized representative to electronically disclose that individual's protected health information. Authorization is not required for disclosures related to treatment, payment, health care operations, performing certain insurance functions, or as may be otherwise authorized by law.

NAME OF PATIENT OR INDIVIDUAL

OTHER NAMES USED

DATE OF BIRTH

ADDRESS

CITY

STATE

ZIP CODE

PHONE

ALTERNATE PHONE

EMAIL ADDRESS (OPTIONAL)

I authorize the following to disclose the individual's protected health information or other confidential information:

Texas Department of Insurance  
333 Guadalupe  
Austin, TX 78701

### Who can receive and use the health information or other confidential information?

PERSON/ORGANIZATION NAME

ADDRESS

CITY

STATE

ZIP CODE

PHONE

FAX

By signing this form, I also authorize TDI to share the complaint and any attached documents, which may contain my health information or other confidential information, with other state, federal, and international regulatory agencies and law enforcement authorities.

**Reason for disclosure:** Complaint filed with the Texas Department of Insurance.

**What information can TDI disclose?** Complete the following by indicating those items that you want TDI to disclose. A minor patient must sign for the release of some of these items.

All health information

Email address

All other information

### Your signature (or typed name) is required to release the following information:

\_\_\_\_\_ 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

**Effective time period (optional).** This authorization is valid until the earlier of the occurrence of the death of the individual; the individual reaching the age of majority; or permission is withdrawn; or the following specific date:

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MONTH

DAY

YEAR

**Right to revoke:** I understand that I can withdraw my permission at any time by giving written notice stating my intent to revoke this authorization to the person or organization or agency named under "Who can receive and use the health information or other confidential information." I understand that withdrawing my permission will not affect prior actions taken in reliance on this authorization by entities that had permission to access my health information or other confidential information.

**Signature authorization:** I have read this form and agree to the uses and disclosures of the information as described. I understand that refusing to sign this form does not stop disclosure of health information or other confidential information that has occurred prior to revocation or that is otherwise permitted by law without my specific authorization or permission, including disclosures to covered entities as provided by Texas Health & Safety Code §181.154(c). I understand that information disclosed pursuant to this authorization may be subject to re-disclosure by the recipient and may no longer be protected by federal or state privacy laws.

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SIGNATURE OF INDIVIDUAL OR INDIVIDUAL'S LEGALLY AUTHORIZED REPRESENTATIVE

DATE

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PRINTED NAME OF LEGALLY AUTHORIZED REPRESENTATIVE (IF APPLICABLE)

If representative, specify relationship to the individual:

Parent of minor

Guardian

Other \_\_\_\_\_

A minor individual must sign to authorize the release of certain types of information, including for example, the release of information related to certain types of reproductive care, sexually transmitted diseases, and drug, alcohol or substance abuse, and mental health treatment (See, for example, Texas Family Code § 32.003).

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SIGNATURE OF MINOR INDIVIDUAL

DATE

### **Access and Correction of Personal Information**

With few exceptions, you are entitled to be informed about the information that the Texas Department of Insurance (TDI) collects about you. Under sections 552.021 and 552.023 of the Texas Government Code, you have a right to review or receive copies of information about yourself, including private information. However, TDI may withhold information for reasons other than to protect your right to privacy. Under section 559.004 of the Texas Government Code, you are entitled to request that TDI correct information that TDI has about you that is incorrect. For more information about the procedure and costs for obtaining information from TDI or about the procedure for correcting information kept by TDI, please email TDI's Legal Services Division at [AgencyCounsel@tdi.texas.gov](mailto:AgencyCounsel@tdi.texas.gov) or review TDI's Corrections Procedures ([www.tdi.texas.gov/commish/legal/lccorprc.html](http://www.tdi.texas.gov/commish/legal/lccorprc.html)).