



**THE STATE OF NEW HAMPSHIRE
INSURANCE DEPARTMENT**

**21 SOUTH FRUIT STREET, SUITE 14
CONCORD, NEW HAMPSHIRE 03301**

Roger A. Seigny
Commissioner

Alexander K. Feldvebel
Deputy Commissioner

**Bulletin
Docket No. INS 05-052-AB**

DATE: December 29, 2005
TO: All Licensed Companies
FROM: Roger A. Seigny
Insurance Commissioner
RE: Annual Complaint Reporting Requirement

This Bulletin is intended to serve as a reminder that insurance companies licensed to do business in this state must file an annual report of all complaints with the Insurance Department as required by New Hampshire Revised Statutes Annotated (RSA) 417:4 XVII (c). Failure to comply with this requirement subjects the company to an administrative penalty of up to \$2,500 for each violation as outlined in RSA 417:10.

For the purpose of annual complaint reporting, the Department defines a complaint as a communication primarily expressing a grievance. Grievance is defined as any expression of dissatisfaction. Company complaint reports are due to the Department by the last day of January for the preceding calendar year. All companies must file a report, even if they had no complaints during the year.

To facilitate the complaint reporting process, we have developed an on-line form for submitting the data. Frequently asked questions (FAQ) and links to the reporting forms can be found at the Department web site at the following URL:

<http://nh.gov/insurance/mrktexam/CmplntRpt.htm> Please have the individual(s) responsible for reporting this data review the FAQ and reporting forms to familiarize themselves with the process, and begin to make preparations for submitting the data as the format has changed for reporting by Life and Health insurance companies. Any questions should be directed to Chuck Vanasdalan at charles.vanasdalan@ins.nh.gov