



## State of New Hampshire Insurance Department

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**FOR IMMEDIATE RELEASE**

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### **New Hampshire Insurance Department’s Consumer Services Unit Recovers Record \$6M for Granite State Consumers During Fiscal Year 2023**

*Consumer Services Unit Educates and Assists Consumers and Investigates  
Grievances*

**CONCORD, NH (July 26, 2023)** – The New Hampshire Insurance Department (NHID) has today released statistics for its Consumer Services Unit for Fiscal Year 2023.

During FY 2023, Consumer Services processed 1,078 consumer complaint investigations, 4,086 assistance requests and 88 applications for external health review. Consumer Services recovered approximately \$6 million dollars for New Hampshire consumers throughout the year, a new record for the NHID.

“The Unit’s mission is simple and consumer centric: educate, navigate and investigate,” said Keith Nyhan, Director of the Consumer Services Unit at the NHID. “We are immensely proud of the \$6 million dollars recovered for New Hampshire consumers, making a significant impact on their lives. I encourage any NH resident who believes that they have been treated unfairly by a licensee to contact the Department where a Consumer Services Officer is ready to listen, provide guidance as necessary, and advocate for those being unjustly treated.”

The mission of the Consumer Services Unit is to educate residents about insurance products, companies, and producers; assist residents who request help navigating the complexities and intricacies of the insurance industry; and work with other Department staff to investigate customer grievances to ensure that licensees, including companies and producers (aka insurance agents), comply with NH insurance laws and rules.

“Our Consumer Services team has over 150 years of combined insurance experience, and I am very proud of the staff’s dedication to their mission,” said Deputy Commissioner DJ Bettencourt.

“The Unit’s investigators assisted thousands of New Hampshire residents and facilitated the recovery of a record \$5.995 million.”

The Consumer Services Unit is divided into two sub-units: Property and Casualty and Life and Health. The Property and Casualty sub-unit provides insurance consumers with assistance by answering questions, investigating complaints, distributing educational materials, and assisting the NH Emergency Management Operations Center during catastrophic weather events. During Fiscal Year 2023, the sub-unit facilitated the recovery of \$1,918,985.

Additionally, the Life and Health Consumer Services Officers responded to consumer complaints and inquiries on a variety of life and health insurance topics, including coverage issues, the impact of legislation, suitability of annuity sales to seniors, and claims concerns. On behalf of NH consumers, the sub-unit facilitated the recovery of \$4,076,568.

“Consumer protection and service is at the heart of our mission at the New Hampshire Insurance Department,” said Deputy Commissioner Bettencourt. “We are proud of the hard work of our Consumer Services Unit and their unwavering commitment to helping consumers better understand their insurance products and navigating the complexities of their policies when issues arise.”

Consumers can learn more by visiting <https://www.nh.gov/insurance/consumers/index.htm>, calling the Consumer Services unit at 603-271-2261, or emailing [consumerservices@ins.nh.gov](mailto:consumerservices@ins.nh.gov).

### **The New Hampshire Insurance Department Can Help**

The New Hampshire Insurance Department’s mission is to promote and protect the public good by ensuring the existence of a safe and competitive insurance marketplace through the development and enforcement of the insurance laws of the State of New Hampshire. Contact us with any questions or concerns you may have regarding your insurance coverage at 1-800-852-3416 or (603) 271-2261, or by email at [consumerservices@ins.nh.gov](mailto:consumerservices@ins.nh.gov). For more information, visit <https://www.nh.gov/insurance>.

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