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# Indexing Appeals and Complaints



**Clients:** All Clients

## Overview

Appeals and Complaints have strict turn around times and should always be handled per the guidelines below. The Indexing instructions detailed below are applicable to Claims.

## Complaints

If the letter received is indicating frustration, unhappiness with how a decision was handled, written on lawyer letterhead, complaining about service or threatening legal action, mentions the Department of Insurance (DOI) or in general is expressing dissatisfaction and anger then the letter is complaint and needs to be escalated to Compliance.

## Identifying a Complaint

- Incoming Letter containing keywords: complaint, grievance, mad, angry, upset, legal action, lawyer, frustration
- Incoming Letter on Attorney letterhead
- Either from or mentioning the Department of Insurance (DOI)
- Communication involving threats such as threatening to contact a regulatory agency, a lawyer, threats to file a lawsuit or hire a lawyer.
- The letter demands a deadline for resolution and they will take further action if not met.
- Letter alleging the Company took action that was unauthorized or inappropriate.
- Allegations of theft, forgery or fraud.
- Threats to contact the media or the Better Business Bureau.
- A subpoena from a lawyer requesting records or a history of a claims file
  - The document should be emailed to Compliance and David Nyberg.