

**FOR IMMEDIATE RELEASE**

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**MEDIA CONTACT**

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**MORE THAN \$47 MILLION RETURNED TO INSURANCE CONSUMERS**

JACKSON, Miss. – The Mississippi Insurance Department (MID) Consumer Services Division handled more than 10,000 inquiries last year in the form of emails, phone calls, and written complaints. Those cases resulted in more than \$10 million recovered for consumers in 2024. Additionally, nearly 1,700 Mississippians used [the Life Insurance Policy Locator Tool](#) to recover more than \$37 million in lost life insurance policies in 2024.

“The Consumer Services division helps Mississippians with complaints regarding insurance companies, producers, and adjusters,” said Insurance Commissioner Mike Chaney. “In many of these cases, benefits were not paid in full or not paid at all and my office stepped in to make sure people got what they were owed. We at MID know that every penny counts. I’m proud of my staff for the quality services they perform.”

If you need assistance, contact the MID Consumer Services Division by phone at 1-800-562-2957 or 601-359-2453. You can email [consumer@mid.ms.gov](mailto:consumer@mid.ms.gov) or you can mail your request for assistance to:

Mississippi Insurance Department  
Consumer Services Division  
P.O. Box 79  
Jackson, MS 39205

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