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**Mid Launches AI Bot “Janie” To Help Consumers**

**JACKSON, Miss.** — The Mississippi Insurance Department (MID) Consumer Services Division is launching an Artificial Intelligence (AI) service to help consumers complete the [insurance company complaint form](#). Using the bot, affectionately called Janie, is as easy as picking up the phone and calling 601-843-6925.

Once you’ve called the number, you’ll describe what happened and why you’re making a complaint. Next, Janie will ask for information, including your name, phone number, address, insurance company, and policy information. Once you’ve provided the information, Janie completes the complaint form for you and submits it to the MID.

The bot, offered by Entratus.ai, will collect most information, but if you have additional documentation, like bills, you will need to submit that via email within two days. After submission of your complaint, you can expect a written response from the company within 20 working days.

“This option will not replace the traditional means of speaking to a live representative,” said Insurance Commissioner Mike Chaney. “We aren’t replacing people here at the MID. You’ll still be able to talk to a real life person. You’ll also still be able to fill out the form using traditional channels, such as email, fax, or traditional mail.”

A video illustrating how Janie works can be found here, <https://youtu.be/Rce1BHnFslQ>

If you need assistance with an insurance question or claim, call 601-359-3569, email [consumer@mid.ms.gov](mailto:consumer@mid.ms.gov) or visit [www.mid.ms.gov](http://www.mid.ms.gov)

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