

News Release

KENTUCKY INSURANCE COMPANIES PRAISED FOR STORM RESPONSE
Quick action noted during emergency response team visit to Munfordville

FRANKFORT, Ky. (Nov. 21, 2005) – Members of the Kentucky Office of Insurance (KOI) emergency response team found prompt reaction from insurance company adjusters during a visit to the tornado-ravaged areas of Munfordville.

“The company response time was excellent,” said Glenn Jennings, KOI executive director. “Not only did we find that adjusters were on the ground within a short period of time to assess the damage, many of the insureds already had checks in hand. This was an impressive response on behalf of the consumers impacted by these devastating storms.”

Jennings said State Farm and Kentucky Farm Bureau had the majority of policyholders in the area. The tornado hit Munfordville Nov. 6 and by Nov. 10, all but one consumer visited by KOI had already seen an adjuster. The exception was a resident who later found out that an adjuster had been to his home but was unable to locate him because he was staying with family members.

Members of the KOI staff will visit Madisonville and Benton this week to review company response to the damage caused by Nov. 15 tornadoes.

Jennings advises consumers to allow for about three days for an adjuster to reach their homes, particularly after a large disaster.

“Our staff, both the emergency response team and those in Frankfort, are prepared to assist consumers with disaster-related problems,” Jennings said. “I am very pleased that Kentucky insurers have stepped up and kept our disaster-related complaint volume extremely low.”

KOI is an agency of the Environmental and Public Protection Cabinet.