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| Acronym - NCDOIGovernment Entity – North Carolina Department of Insurance |
| Contact Number (Can we get a complaint number, rather than a phone tree?) 1-855-408-1212Position of Contact Number Person **Ms. Marilyn Smalls (919) 807-6840**Web address – NCDOI.GOVSocial media: does the entity respond to inquiries via social media? Which social media outlet? **On occasion but by exception. Prefer online reporting**  |
| Which citizen problems the agency addresses **Criminal Fraud** |
| What they will do\* Civil\* **Criminal**\* Administrative\* **Refer to other agency (federal? State?) Both and will also work along with Local Police and Sheriff’s Office** How do reporters/victims double check to ensure that this STILL is where they need to report? **www.ncdoi.gov** |
| What they won’t do **Civil** |
| What information points do they need? Walk us through the process.**As many details regarding the Criminal Fraud as possible: Person(s), address, type, etc.**  |
| Who can make reports? **Anyone** |
| How can incidents be reported? Is there a telephonic option for those who are not digitally savvy or comfortable with online reporting? **Yes, telephone option is available at 888-680-7684** |
| Insofar as V (& the reporter) will they * Provide complaint # **Yes**
* Provide copy of complaint? **No (Criminal)**
* Provide something concrete/beneficial/actionable that day? What? **Incident #**
* Confirm complaints? **Yes**
* Provide status updates? **Yes**
* Seek restitution? **Yes**
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| If the agency does not interact with victims, then explain* Where reports should be filed re: this issue to achieve a response &/or **N/A**
* How/why taking the time to report is so important: How is it reflected in something reporters/victims can see? How is it making a difference? **www.ncdoi.gov**
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