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| Acronym - NCDOI  Government Entity – North Carolina Department of Insurance |
| Contact Number (Can we get a complaint number, rather than a phone tree?) 1-855-408-1212  Position of Contact Number Person **Ms. Marilyn Smalls (919) 807-6840**  Web address – NCDOI.GOV  Social 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** |
| 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** |