



FOR IMMEDIATE RELEASE
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TDCI Forum Offers Wildfire Survivors Insurance Information Consumers Get Opportunity to Ask Questions, File Complaints

NASHVILLE — A community insurance assistance forum for home and property owners affected by the wildfires in Sevier County will be held from 5 p.m. to 7:30 p.m., Thursday, Feb. 16, 2017 at Rocky Top Sports World, 1870 Sports World Blvd., Gatlinburg, TN 37738.

Hosted by the Tennessee Department of Commerce & Insurance (TDCI), the forum offers consumers a chance to ask questions, get information, and file complaints related to the Nov. 28, 2016 wildfires.

The Department is holding the forum with the support of Sen. Doug Overbey (R-Maryville), Rep. Dale Carr (R-Sevierville) and Rep. Andrew Farmer (R-Sevierville) who share the Department's goal in aiding the ongoing recovery effort.

"The resilience and determination of the Sevier County community since the wildfires is truly inspiring," said TDCI Commissioner Julie Mix McPeak. "However, there is still much more work to be done in the months and years ahead. As part of our ongoing efforts to assist insurance consumers, our team will be available at the forum to listen to consumers' concerns and field complaints so that we might help Sevier County residents get back on their feet."

During the forum, the TDCI's Consumer Insurance Division team will learn common concerns among homeowners related to their insurance claims, explain the state's complaint process, and help consumers file complaints during one-on-one sessions. Home and property owners should bring any paperwork or photos related to their existing claims to the forum. All complaints must be submitted in writing.

"Tennessee consumers deserve straight answers to the questions facing them when it comes to insurance claims," said TDCI Assistant Commissioner Michael Humphreys. "We sincerely hope that insurance carriers will also help guide them through the claims process on an individual basis. By working together, the Smoky Mountains community will be restored and once again be as strong as it once was."

If residents cannot attend the meeting, an online insurance complaint form is available [here](#).

MORE

What: TDCI Community insurance assistance forum

Who: TDCI Consumer Insurance team

When: 5 p.m. – 7:30 p.m. (EST), Thursday, Feb. 16, 2017.

Where: Rocky Top Sports World, 1870 Sports World Blvd., Gatlinburg, TN 37738

Why: Listen to insurance consumer complaints and assist consumers in filing complaints.

For media inquiries and more information, contact Kevin Walters at (615) 253-8941 or kevin.walters@tn.gov.

About the Tennessee Department of Commerce & Insurance: TDCI protects the interests of consumers while providing fair, efficient oversight and a level field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include the State Fire Marshal's Office, Insurance, Securities, Consumer Affairs, Tennessee Law Enforcement Training Academy, Regulatory Boards, Tennessee Emergency Communications Board, Tennessee Corrections Institute, and TennCare Oversight.

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