



Illinois Department of Insurance

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CONSUMER ALERT

Department of Insurance Warns of Possible Auto Insurance Scam

December 15, 2009—The Department of Insurance (“Department”) has learned that some Illinois residents have received letters, printed on fake Department letterhead, advising recipients that their “automobile insurance policy is cancelled,” and that their “Driver’s License and/or License Plate’s will be suspended within 10 days from receipt of this letter.”

These letters are fraudulent and were not generated or sent by the Department. The Department is currently investigating the source of these fraudulent letters.

The Department does not maintain “insurance records” on individual consumers, and would not send unsolicited letters, faxes, or emails asking consumers for “proof of insurance” or other personal information. Moreover, the Department does not have the authority to suspend any individual’s Driver’s License or License Plate.

The Department advises consumers who may have received such a letter to take the following steps:

- **Inform the Department.** If you think you may have received the fraudulent letter, please call the Department of Insurance at (312) 814-2420 and ask to speak to Norma Garcia. In order to aid the Department’s investigation, you may be asked to provide a copy of the letter and, if applicable, the envelope in which it was mailed.
- **Be wary of unsolicited inquiries or offers.** You should avoid evasive or pushy salespersons attempting to sell any product, including auto insurance. If you have concerns about a particular insurance company or insurance agent, please contact the Department to verify that the company or agent is licensed in Illinois. Never purchase insurance coverage by telephone without first requesting and reviewing all written documentation.
- **Protect against possible insurance fraud or identity theft.** As always, you should take steps to protect yourself against possible [insurance fraud](#) or identity theft. Never give out personal information—including insurance-related documents or credit card information— over the phone, by email, mail, or fax, unless you know who you are dealing with.

More Information

Visit the Illinois Department of Insurance Web site at <http://insurance.illinois.gov> or call toll-free at (866) 445-5364.