



PAT QUINN  
Governor  
MICHAEL T. McRAITH  
Director

# NEWS

## Illinois Department of Insurance

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**FOR IMMEDIATE RELEASE:**

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**CONTACTS:**

Anjali Julka (312) 814-0093  
Louis G. Pukelis (312) 814-0778

## **Illinois Department of Insurance Announces Free, One-on-One Counseling Services to Tornado Victims**

*Department staff to help homeowners with insurance  
forms, claims, and questions*

CHICAGO – The Illinois Department of Insurance will provide free, one-on-one counseling services in Dwight and Streator to help individuals affected by the recent tornados with the insurance claims process. Department staff can assist with questions such as how to properly document storm damage, whether to make temporary repairs, what a consumer's homeowner policy covers, and what to expect during the claims process.

Counseling sessions are scheduled as follows:

**Wednesday, June 9, 2010, and Thursday, June 10, 2010**  
**9 a.m. to 7 p.m.**  
**Streator City Hall**  
**204 South Bloomington Street**

**Wednesday, June 9, 2010, and Thursday, June 10, 2010**  
**9 a.m. to 7 p.m.**  
**Dwight Village Hall**  
**209 South Prairie Avenue**

Times, dates, and locations will be updated as more information becomes available. The Department also has insurance professionals available to answer questions via our toll-free hotline at (866) 445-5364.

Useful information on insurance coverage and how to handle the insurance claims process following a natural disaster can also be found in the Department's consumer fact sheet entitled "When Disaster Strikes – What to do After an Insured Homeowners Loss" that provides. The fact sheet can be found on the Department's website, [www.insurance.illinois.gov](http://www.insurance.illinois.gov), or by clicking [here](#). A list of agencies and organizations available to help ease the burdens caused by a major disaster can also be found on our website or by clicking [here](#).

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## **More information**

The Department's mission is to protect consumers by providing assistance and information, by efficiently regulating the insurance industry's market behavior and financial solvency, and by fostering a competitive insurance marketplace. The Department assists consumers with all insurance complaints, including health, auto, life, and homeowner. Consumers in need of information or assistance should visit the Department's Web site at [insurance.illinois.gov](http://insurance.illinois.gov) or call our toll-free hotline at (866) 445-5364.

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