



**PAT QUINN**  
Governor  
**MICHAEL T. McRAITH**  
Director

# NEWS

## Illinois Department of Insurance

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**FOR IMMEDIATE RELEASE:**  
Wednesday, September 1, 2010

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

## Illinois Department of Insurance Provides Free One-on-One Counseling to Storm Victims in Chicago

Department staff available to help consumers with insurance forms,  
claims, and questions

**CHICAGO** – September 1, 2010. In order to further assist consumers affected by the July 22-24 flash flooding in Cook County and other areas of the state, the Illinois Department of Insurance is providing free one-on-one counseling and other resources to those affected by the floods. Governor Quinn recently announced that the federal government approved his request for a federal disaster declaration. As a result, flood victims in Carroll, Cook, DuPage, Jo Daviess, Ogle, Stephenson and Winnebago counties are now eligible to apply for federal disaster assistance.

Department staff can assist with insurance related 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 insurance claims process.

Counseling sessions are scheduled as follows:

**Thursday, September 2, 2010**  
**9 a.m. to 7 p.m.**  
**4905 West North Avenue**  
**(in former Old Navy store location)**  
**Chicago, Illinois**

Consumers can also call the Department's toll-free hotline at (866) 445-5364 or visit the Department offices in Chicago or Springfield for in-person counseling. The Department's offices are located at:

**Springfield**  
320 W. Washington Street  
4<sup>th</sup> Floor  
Springfield, IL 62767-0001

**Chicago**  
James R. Thompson Center  
100 W. Randolph St., Suite 9-301  
Chicago, IL 60601-3395

The Department can also aid Spanish, Polish, Korean, Japanese, Urdu, Hindi, and Bengali speaking consumers.

The Department also has a series of flood insurance Frequently Asked Questions available on its website, <http://insurance.illinois.gov>, or by clicking [here](#). Additional information on insurance coverage and the insurance claims process following a flood or other natural disaster can be found in the Department's fact sheet titled "When Disaster Strikes – What to Do After an Insured Homeowners Loss." The fact sheet can be found on the Department's website at <http://insurance.illinois.gov> or by clicking [here](#).

For more information about coverage against flood damage, please see the Department's consumer alert on flood insurance awareness, available on the Department's website at [http://insurance.illinois.gov/HomeInsurance/disasters\\_flood.asp](http://insurance.illinois.gov/HomeInsurance/disasters_flood.asp).

### **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 [www.illinois.insurance.gov](http://www.illinois.insurance.gov) or call our toll-free hotline at (866) 445-5364.

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