

State: North Carolina
<http://www.ncdoi.com/>

BUYING ASSISTANCE	Online source of indicated information:
Automobile	
a. Types and features	http://www.ncdoi.com/consumer/consumer_publications/automobile%20and%20vehicle/consumer%20guide%20to%20automobile%20insurance.pdf
b. How to compare or lower costs	http://www.ncdoi.com/consumer/consumer_publications/automobile%20and%20vehicle/consumer%20guide%20to%20automobile%20insurance.pdf
c. Price information	
d. Date of price information	
e. Solvency ratings	
f. Solvency links	http://www.ncdoi.com/Consumer/consumer_home.asp
Homeowners	
a. Types and features	http://www.ncdoi.com/consumer/consumer_publications/homeowners%20insurance/consumer%20guide%20to%20homeowners%20insurance.pdf
b. How to compare or lower costs	http://www.ncdoi.com/consumer/consumer_publications/homeowners%20insurance/consumer%20guide%20to%20homeowners%20insurance.pdf
c. Price information	
d. Date of price information	
e. Solvency ratings	
f. Solvency links	http://www.ncdoi.com/Consumer/consumer_home.asp
PUBLIC ENFORCEMENT	
Market conduct exams	
Consumer alerts	
	http://www.ncdoi.com/Consumer/consumer_alerts.asp
Company search function	
a. Licensing information	http://infoportal.ncdoi.net/cmp_lookup.jsp
b. Disciplinary actions	http://www.ncdoi.com/Consumer/consumer_alerts.asp
Agent search function	
a. Licensing information	
b. Disciplinary actions	http://www.ncdoi.com/Consumer/consumer_alerts.asp
COMPLAINTS	

AND CLAIMS ASSISTANCE	
Online complaint submission	
	http://www.ncdoi.com/Consumer/Complaint.asp
Complaint data/index	
a. Automobile	http://www.ncdoi.com/consumer/documents/complaintratio/auto/auto%20complaint%20ratio%202006%20(pdf).pdf
b. Homeowners	http://www.ncdoi.com/consumer/documents/complaintratio/homeowners/homeowners%20complaint%20ratio%202006%20(pdf).pdf
Claim settlement tips	
a. Good faith explanation	
b. Record keeping tips	http://www.ncdoi.com/consumer/consumer_publications/automobile%20and%20vehicle/consumer%20guide%20to%20automobile%20insurance.pdf
c. Timing of claims	http://www.ncdoi.com/consumer/consumer_publications/automobile%20and%20vehicle/consumer%20guide%20to%20automobile%20insurance.pdf
d. First and third party claims	
e. Settlement timing	http://www.ncdoi.com/consumer/consumer_publications/automobile%20and%20vehicle/consumer%20guide%20to%20automobile%20insurance.pdf
f. Complaint filing	http://www.ncdoi.com/Consumer/consumer_complaint_info.asp
g. Attorney help	