

How to Submit a Complaint to the Pennsylvania Department of Insurance Online

Step 1: Access the Pennsylvania Insurance Department Website

1. Go to **insurance.pa.gov**.
2. Under the **Consumer** section, click **“Ask Us a Question or File a Complaint.”**
3. Under **“What would you like to do?”** select **“File a Complaint or Ask a Question.”**

Important: Do **not** use the “Contact Us” form to file a complaint.

Step 2: Access the Consumer Services Online Portal

You will be directed to the **Pennsylvania Consumer Services Online** portal.

Returning Users

If you have previously filed a complaint:

- Log in using the email address and password you created during your prior submission.

New Users

If this is your first time filing a complaint:

- Create a new account before submitting your complaint.

You will need the following information to create your account:

- Email address
- Full name
- Mailing address
- Home, work, and/or cell phone numbers
- Preferred phone number (home, work, or cell)
- Preferred method of communication:
 - Portal only
 - U.S. Postal Service only
 - Both

Step 3: Submit Your Complaint

Once your account has been created and you are logged in, follow the prompts to complete and submit your complaint.

Need Help?

Visit the **Consumer Services Online Portal Frequently Asked Questions (FAQs)** page: <https://bit.ly/pa-consumer-portal-FAQs>

Confirmation

After submitting your complaint, you will receive an email confirmation that includes your reference number.