

State: California
<http://www.insurance.ca.gov/>

BUYING ASSISTANCE	Online source of indicated information:
Automobile	
a. Types and features	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0010-automobile/upload/New_Auto_Insurance_Combined_for_Web.pdf
b. How to compare or lower costs	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0010-automobile/upload/Combined_Web_Version.pdf
c. Price information	http://interactive.web.insurance.ca.gov/survey/survey?type=autoSurvey&event=autoStart
d. Date of price information	2007
e. Solvency ratings	
f. Solvency links	http://www.insurance.ca.gov/0100-consumers/0040-studies-reports/0020-complaint-study/rating-organizations.cfm
Homeowners	
a. Types and features	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0040-residential/residential-insurance.cfm
b. How to compare or lower costs	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0040-residential/residential-insurance.cfm
c. Price information	http://interactive.web.insurance.ca.gov/survey/survey?type=homeownerSurvey&event=homeownerSearch
d. Date of price information	2007
e. Solvency ratings	
f. Solvency links	http://www.insurance.ca.gov/0100-consumers/0040-studies-reports/0020-complaint-study/rating-organizations.cfm
PUBLIC ENFORCEMENT	
Market conduct exams	
	http://www.insurance.ca.gov/0100-consumers/0275-market-conduct/index.cfm
Consumer alerts	
	http://www.insurance.ca.gov/
Company search function	
a. Licensing information	http://interactive.web.insurance.ca.gov/webuser/idb_co_list\$.startup
b. Disciplinary actions	http://www20.insurance.ca.gov/cyberdocs/Libraries/DOCS_WEB/Users/guest/tcSearchDsp.asp?__ADVSEARCH=N&altentry=Y&__FrmID=LEGAL
Agent search function	

a. Licensing information	http://www.insurance.ca.gov/license-status/index.cfm
b. Disciplinary actions	http://www20.insurance.ca.gov/cyberdocs/Libraries/DOCS_WEB/Users/guest/tcSearchDsp.asp?__ADVSEARCH=N&altentry=Y&__FrmID=LEGAL
COMPLAINTS AND CLAIMS ASSISTANCE	
Online complaint submission	
	https://interactive.web.insurance.ca.gov/rfa/irfa_fhd\$irfas_en.querylist?z_action=INSERT&z_chk=0
Complaint data/index	
a. Automobile	http://www.insurance.ca.gov/0100-consumers/0040-studies-reports/0020-complaint-study/auto_complaint_composite_web.cfm
b. Homeowners	http://www.insurance.ca.gov/0100-consumers/0040-studies-reports/0020-complaint-study/home_complaint_composite_web.cfm
Claim settlement tips	
a. Good faith explanation	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0010-automobile/upload/Complete_Brochure_for_Web_Rev_05_05.pdf http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0020-life/seniorinsurancebillofrights.cfm
b. Record keeping tips	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0040-residential/tip-homeowner-insur.cfm
c. Timing of claims	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0010-automobile/upload/Complete_Brochure_for_Web_Rev_05_05.pdf
d. First and third party claims	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0010-automobile/upload/Complete_Brochure_for_Web_Rev_05_05.pdf
e. Settlement timing	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0010-automobile/upload/Complete_Brochure_for_Web_Rev_05_05.pdf
f. Complaint filing	http://www.insurance.ca.gov/0100-consumers/0060-information-guides/0050-health/upload/Cons_Guide_Health_Ins_Bro_Eng_121406.pdf
g. Attorney help	