



RICARDO LARA
CALIFORNIA INSURANCE COMMISSIONER

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The California Department of Insurance (CDI) Office of the Ombudsman is CDI's liaison for legislators and their staff for constituent-related issues and general questions.

Questions related to legislation should be directed to the CDI Legislative Office at (916) 492-3565 or CDI.legislativeoffice@insurance.ca.gov

The Office of the Ombudsman will assist with questions and complaints regarding insurers, insurance policies, and insurance claims. We can also help with licensing inquiries and general insurance related questions. We will assist you in helping your constituent file a complaint with CDI.

Our office will refer your inquiry to appropriate experts, monitor timely processing, and ensure that you receive information on the outcome once an investigation has been completed. In addition, we can often provide referrals on matters not under the jurisdiction of CDI.

Our contact information is as follows:

- Telephone (Legislative): (916) 492-3457 (For use by legislative staff only).
- Email (Legislative Staff) leg-ombudsman@insurance.ca.gov
- Telephone (Constituents): (916) 492-3545
- Email (Constituents) ombudsman@insurance.ca.gov

- Therese Gallagher, Legislative Liaison / Ombudsman (916) 492-3457

We look forward to working with you.