Texas DFR <donotreply@sircon.com>

Wed 7/26/2017, 2:04 PM

You

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Thank you for using the Texas Department of Insurance's Online Consumer Complaints Portal.  We will review your complaint and contact the entities involved to ask them to provide a detailed response.  Once we have completed our review of your complaint and the entities' responses, we will send you an explanation of the final outcome.  Please allow us at least 60 days to process your complaint.  
  
Your Complaint ID Number is 181748.  Please note the number and include it on any mail, email, or fax to our office about this matter.  
  
If you need to attach additional documents (such as a copy of your policy or the authorization form).  We need a copy of the authorization form in order to help you resolve your complaint. The authorization form is at <http://www.tdi.texas.gov/forms/consumer/authform.pdf>  You may also add additional comments about your complaint by logging into your account.  
  
To log in, go to <http://www.tdi.texas.gov/consumer/complfrm.html> and click on the link to the Online Complaint Portal. Use your email address and the password you selected when you originally submitted your complaint.    
  
You may also mail or fax your information or documents to us.  
  
Texas Department of Insurance  
Consumer Protection, MC 111-1A  
333 Guadalupe Street  
Austin, Texas 78701  
  
Fax (512) 490-1007  
  
If you need to send us a media file -- a voice or video recording, for example -- or a large document (more than 30 pages, or 15 mb), please email it to ConsumerProtection@tdi.texas.gov  
  
This is an auto-generated email, please do not reply to it.  If you wish to discuss your complaint, please call TDI at 1-800-252-3439.