

Locating the Company that Services Your Life Insurance Policy



Consumers 1-800-686-1526 • OSHIIP 1-800-686-1578 • Fraud & Enforcement 1-800-686-1527

The company that issued a life insurance policy may have changed its name, merged with another company or sold a block of policies to another insurance company. Because of these factors, it can be difficult to locate the life insurer that services and pays claims on a policy you own or one owned by a family member. If this occurs, start your search by collecting the information below.

- Make sure you have the entire legal name of the insurance company. This should be listed on the policy or the binder.
- Check to see if there is a mailing address and phone number in the policy or binder.
- Check old bank statements or contact the insured's auto or homeowner agent; that individual may also know about the insured's life insurance.
- If possible, determine in which state the policy was purchased and when.
- After collecting this information, contact the insurance department of the state where the deceased resided at the time he/she purchased the policy.
- If that insurance department cannot help, contact the state insurance department where the insurance company was located at the time the policy was issued. Many times the domestic insurance department for the insurance company will be able to track name changes or mergers that impacted the insurance company.
- You may also go to your local library and request Best's Insurance Reports. This annual report lists insurance company names and addresses, reorganizations, mergers, name changes and bankruptcies during the last year.
- Finally, many life insurance companies are members of life insurance trade associations. Contact one of these associations for additional assistance in locating the company that services your existing policy.

Contact Information:

Ohioans with questions about life insurance can call the Department's consumer hotline at **1-800-686-1526**. A life insurance informational toolkit is also available on the Department's website at **www.insurance.ohio.gov**. The toolkit provides tip sheets, publications and links to other helpful websites.

