

Instructions to file consumer complaints

1) Go to the website below:

<https://www.tdi.texas.gov/consumer/get-help-with-an-insurance-complaint.html>

2) Click on health to get additional information to file a complaint or call the number to get instructions on how to file a complaint

TDI Texas Department of Insurance

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Topics: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

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Get help with an insurance complaint

[Español](#)

How can TDI help you?

We can help you with your insurance complaint against companies, agents, and adjusters. Learn more about the [complaints process and common complaints](#).

Do you have a complaint?

We guide you through the steps of filing a complaint. Choose the type of insurance you're having a problem with to learn more about your options:

- [Health](#), including treatment for mental health and substance use disorders
- [Auto](#)
- [Homeowners or renters](#)
- [Title](#)
- [TWIA](#)
- [Flood](#)
- [Life / annuity](#)
- [Other](#)

The fastest way to get help with an insurance question

Call our Help Line at 800-252-3439. We're answering your calls from 8 a.m. to 5 p.m. Central time, Monday through Friday.

Want to upload a document to a complaint you already filed?

Log into your [Consumer Complaint Portal](#) account.

Need legal help?

Find out how to get legal help by going to our [Getting legal help](#) webpage.

Contact Information for Texas Department of Insurance

Office Address	Mailing Address
1601 Congress Avenue Austin, TX 78701	PO Box 12030 Austin, TX 78711-2030

Department of Insurance

Consumer Protection Help Line	800-252-3439, 8 a.m. to 5 p.m. Central time, Monday – Friday
Texas Department of Insurance Main	800-578-4677
Fraud Unit	800-252-3439
Agent & Adjuster Licensing Office	512-676-6500
Windstorm Inspections	800-248-6032
Media relations	512-676-6595
Government Relations	512-676-6605
Executive staff contacts	
Children's Health Insurance Program (CHIP)	800-647-6558

Division of Workers' Compensation

Help Line	800-252-7031, option 1
Division of Workers' Compensation Main	800-252-7031
Report unsafe working conditions	800-452-9595

Report fraud	844-372-8399
Workplace Safety / OSHCON	800-687-7080
Office locations	800-252-7031
DWC Media relations	512-804-4208

State Fire Marshal's Office

State Fire Marshal Main	512-676-6800
Media relations	512-676-6595