

## Questions?

If you have questions about the mediation process or any insurance concerns, call our toll-free hotline from anywhere in Kansas:

**800-432-2484**



## Confidentiality

The mediator will not disclose any information revealed during the mediation. The sessions are not tape recorded or transcribed.

# Kansas Insurance Department



### Contact us:

**Online:**  
[www.ksinsurance.org](http://www.ksinsurance.org)

**By email:**  
[commissioner@ksinsurance.org](mailto:commissioner@ksinsurance.org)

**Consumer Assistance Hotline:**  
800-432-2484

**Main Number:**  
785-296-3071

**By mail:**  
420 S.W. 9th St., Topeka, KS 66612

**By fax:**  
785-296-5806

**Hours:**  
8 a.m. to 5 p.m. weekdays  
(except state holidays)



**Ken Selzer, CPA**  
*Commissioner of  
Insurance*

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# Mediation Review



*Let us help you resolve  
your property & casualty  
insurance claim through  
mediation*

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**Kansas Insurance Department**



Mediation will allow you to sit down with an insurance company representative and a neutral third party mediator so you can reach an agreement with your insurance company.

### What is mediation?

Mediation is an informal way for people in disagreement to discuss a problem with the help of a neutral third party. Mediation allows you to speak about what is important to you and listen to what is important to the other person. This is a way for you to take control of your own dispute, which could result in a binding agreement that is more in your interest.

### The role of the mediator

The mediator facilitates the meeting between the two parties. A mediator facilitates the discussion so both parties have a chance to state their position. The mediator is a neutral participant during the discussion and keeps parties positively focused toward resolution. Reaching a fair and peaceful resolution is the mediator's only interest.

### The process

- The mediation will be between you and the insurance company.
- The insurance company will have only one representative present.
- The mediation will take place either in person or by phone, if all parties agree.
- No attorneys will be permitted to take part in this proceeding.
- You may bring written documents that help explain your position.

### The decision

The greatest benefit of mediation is that the parties make the decision. This way the parties are not left with a decision imposed on them by someone unfamiliar with the situation. The mediator is there to guide the parties in reaching their decision by encouraging good communication, defining issues, and helping with possible solutions.

## Mediation Consent Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

KID file number: \_\_\_\_\_

Signature: \_\_\_\_\_

Check the box that applies:

**Yes**, I want my dispute to go to mediation. The mediator, Kansas Legal Services, may contact me at:

Daytime phone: (\_\_\_\_\_) \_\_\_\_\_

Evening phone: (\_\_\_\_\_) \_\_\_\_\_

**No**, I do not want my dispute to go to mediation.

### Return this form to:

Kansas Insurance Department  
Attn: Consumer Assistance Division  
420 S.W. 9th St.  
Topeka, KS 66612