



## ***In Case You Missed It...***

***News 4 Jax: "Insurance confusion: What's covered, what's not after hurricane"***

***"Insurance confusion: What's covered, what's not after hurricane"***

News 4 Jax

Story by Joy Purdy and Jodi Mohrmann

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So many of you across our area, devastated by Hurricane Irma, have told News4Jax you still can't move forward because of fights with insurance companies.

You've told us that you thought the insurance you bought would leverage your losses, but after Irma, many of you have been left in limbo instead.

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To help keep you covered on all angles, we checked in with Florida's Chief Financial Officer Jimmy Patronis about myths and misunderstandings when it comes to insurance and preparing and recovering from a tropical weather event.

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**"The 2017 Hurricane Season impacted virtually every county in Florida, with Hurricane Irma resulting in more than \$8.6 billion in insured losses," Patronis said in a statement. "From property damage ranging from wind to flood, my office fielded more than 9,300 calls and received about 2,500 complaints stemming from the nearly 1 million insurance claims filed from Hurricane Irma alone."**

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### **Florida's Insurance Consumer Helpline**

If you are having trouble with your insurance company or if you have questions about your insurance coverage and how to financially prepare for the upcoming hurricane season, you can call Florida's Insurance Consumer Helpline at **1-877-MY-FL-CFO (1-877-693-5236)** Monday - Friday from 8 a.m. to 5 p.m. Or, you can go online to **MyFloridaCFO.com**.

This Helpline that Patronis' office oversees, also provides you with a place to obtain contact information for your own insurance company, and verify the license of an insurance agent or adjuster.

**Since July 1, 2017, Patronis' Insurance Consumer Helpline has recovered more than \$37.9 million for Floridians, with \$10.7 million stemming directly from inquiries related to Hurricane Irma. Patronis said these are funds the consumer would not have recovered from their insurance companies had they not reached out to the Helpline for assistance.**

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**About CFO Jimmy Patronis**

Chief Financial Officer and State Fire Marshal Jimmy Patronis is a native Floridian and a member of Florida's Cabinet, who oversees the Department of Financial Services. CFO Patronis works each day to fight insurance fraud, support Florida's firefighters, and ensure the state's finances are stable to support economic growth in the state. Follow the activities of the Department on Facebook ([FLDFS](#)) and Twitter ([@FLDFS](#)).

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