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# 2015-16 Consumer Satisfaction Memorandum

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Pursuant to MN § 45.022, below is the 2015-16 Consumer Satisfaction Report from the Minnesota Department of Commerce. Passed in 2010, the law requires the Minnesota Department of Commerce to report on a number of items related to the Department's contact with the public.

## Background

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### Consumer Services Center (CSC)

- The Department of Commerce Consumer Services Center (CSC) serves as the Commerce Department's "front door" – answering consumer inquiries, responding to complaints, protecting consumer rights when laws have been violated and providing emergency assistance during natural disasters.
- Help is a phone call away for consumers with questions about their insurance. The Consumer Services Center provides direct assistance to Minnesotans on questions and problems related to a wide range of businesses and professions – whether it's a dispute with an insurance company, a complaint against a debt collector or a report of a possible scam.
- In the aftermath of natural disasters, the CSC provides direct assistance with the insurance needs of Minnesotans when they are at their most vulnerable. The CSC is available to help consumers with questions, concerns, or complaints following a damaging storm, flood, or tornado. The CSC can help consumers understand their rights, work with their insurer to settle a claim, and help Minnesotans make informed insurance decisions after a flood or storm damages their home, auto, or property.



(Above) Consumer Services Center Investigator Bubba Aguire in the field after the 2011 Minneapolis Tornado

## 2015 Consumer Services Center (CSC) Call Data

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- The Department of Commerce received approximately 60,663 calls in 2015. The calls were received on separate lines of the CSC with 13,589 to the Consumer line, 18,181 to the Unclaimed Property line and 28,893 to the Licensing line.
- In 2015, the Department of Commerce resolved 60,663 calls. No calls were referred to a county agency. Internally, 588 calls were referred to the Enforcement Division and 1,706 calls were referred to the Unclaimed Property Unit.
- The Department encourages consumers to call with questions or complaints and reports no calls to be deemed without merit in 2015.

## 2016 Consumer Services Center (CSC) Call Data

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- The Department of Commerce received approximately 57,754 calls in 2016. The calls were received on three separate lines of the CSC with 15,462 to the Consumer line, 14,752 to the Unclaimed Property line and 27,540 to the Licensing line.
- In 2016, the Department of Commerce resolved 57,754 calls. No calls were referred to a county agency. Internally, 452 calls were referred to the Enforcement Division and 859 calls were referred to the Unclaimed Property Unit.
- The Department encourages consumers to call with questions or complaints and reports no calls to be deemed without merit in 2016.

While the Department of Commerce tracks many of its contacts with the public, it does not maintain records of certain contacts required in the report. To institute a recordkeeping system that would comply with all components of this law would require additional resources.