

The Virgin Islands Consortium

Having Problems With Your Insurance Claim? The Division Of Banking And Insurance Wants To Help You

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If you're having problems with your insurance claim, or have filed a claim but haven't heard from the adjuster in over 30 days, the Division of Banking and Insurance (D.B.I.), which regulates the insurance and banking industries in the territory, wants to help you.

At a press conference held at Government House on St. Croix on Tuesday, Lieutenant Governor Osbert Potter, whose office includes D.B.I., and Gwendolyn Hall Brady, director of the division, encouraged residents to call the division, which has a number of tools at its disposal to assist residents.

Both Potter and Brady spoke of misinformation being spread on radio shows across the territory, stating that such actions were not helping solve problems. Instead, the officials said, residents should call Banking and Insurance directly.

The division's office in St. Thomas is located at the Nisky Center. Residents are encouraged to either visit the office, or call 340-774-7166. On St. Croix, Banking and Insurance is located at Government House (call 340-773-6459). "We answer the phone and we will take care of you," Ms. Brady said, adding, "There is no one who can say truthfully that they came to our office and were not assisted."