

IDOI Help Center

Respondent FAQs

Insurance companies, public adjusters and other entities regulated by IDOI.

What should I do if I'm having trouble logging in?

If you've forgotten your username or forgotten your password, use the features on the log in page (<https://ilogin-dev.illinois.gov/>) to help. Follow the prompts to recover your username and/or password. If that still doesn't work, visit: <https://www2.illinois.gov/sites/ilogin/Pages/default.aspx>

- [Respondent Login Process Guide](#): Click [HERE](#) for a step-by-step guide.

Forgot password?

If you forgot your password, select the "Need help signing in?" option at the bottom of the login box and follow the prompts to recover it.

How do I see the cases I need to respond to?

To see the cases, you must login. After you log in, select the dropdown arrow next to the pin and select All Open Cases. Additionally, you can switch the view to show all cases that have been submitted (open and closed) that you have responded to or need to respond to.

What should I do if I cannot find my Case in the "Home" page?

Update your list to "All Cases". Your list, if set to a different view, may be filtering out records based on certain criteria.

How can I verify that my response has gone through?

When you select a Complaint, there will be a Documents tab at the top of the Complaint form. Upon uploading a response, the document you uploaded will be listed on that Documents tab. If you don't see your response immediately upon uploading it, refresh your page.

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Do I need to respond to complaints ONLY via the new IDOI Help Center?

Yes. All respondents should use the [IDOI Help Center](#) to respond to complaints.

How do I request an extension?

To request an extension, login and select the case number that desires the extension. Select the Request Extension button in the top right corner of the page. Select the number of days you would like to request, type in the reason, and select Next to submit the extension. The DOI will review and respond to your request.

How do I dispute a complaint?

Disputing a complaint will be part of your response to the complaint itself.

How do I reconcile the NAIC closing codes?

When a complaint is closed, you will be able to see the NAIC codes the DOI analyst has attributed to the complaint. As a respondent, you can either accept or dispute the NAIC codes. You can suggest additions, subtractions, or changes. The DOI Analyst will determine whether to accept your suggestions. You have 30 days to reconcile closing codes on a complaint. If you do not, the complaint will settle as closed, and you will no longer be able to reconcile the NAIC closing codes.

To reconcile the NAIC closing codes, log into your account and select the case number that is eligible for reconciliation. Select the Reconcile Case button in the top right corner of the page. You will have the option to dispute the closing codes (first) and/or the company of record (second):

- To dispute the closing code, select Dispute Closing Codes, select each closing code you would like to dispute and type in a reason for the dispute.
- To dispute the company on record, review the company's information provided, select the checkbox to dispute the company, type in the reason for the dispute, and select Next to submit the dispute for review.

Please note: You do not need to submit a dispute for both a closing code and company on record to submit the dispute. However, you do need to pick one option to proceed with the submission.

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What should I do if an employee leaves our company and should no longer have access to the system

Please email the Department at DOI.Complaints@Illinois.gov immediately upon departure of an employee so they can be properly deactivated in the system.

NOTICE: Respondents MUST notify the DOI in a timely fashion when an individual with Help Center access leaves your respective company. Any activity in the system by an ex-employee will be the liability of the company the employee was once employed.

Where can I go to learn more information?

Please visit <http://insurance.illinois.gov/>