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Department of Financial Regulation Website Offline, Services Continue

Press Release

For Immediate Release:

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Montpelier, VT – On the morning of January 29, 2019, DFR personnel discovered a hacking news site alleging that DFR’s public-facing web server had been compromised. After discussing the matter with the Agency of Digital Services (ADS), the decision was made to proactively take the DFR website offline as a precautionary measure while a full risk assessment is conducted.

The department does not post confidential or personally identifiable information on its website so there is minimal concern that sensitive information is at risk.

The website will remain offline until the department and ADS have fully reviewed the allegations and investigated the incident.

We will keep the public and our industry members informed of any updates.

The department’s operations are normal and uninterrupted. The contact information below will provide access to some of the department’s most commonly used services. General inquiries can be directed to 802-828-3301.

Consumer Complaints:

Banking: 802-828-3307 or dfr.bnkconsumer@vermont.gov

Insurance: 800-964-1784 or dfr.insuranceinfo@vermont.gov

Securities: 802-828-3420 or dfr.securitiesinfo@vermont.gov

Healthcare External Appeals:

If you have had healthcare services for which insurance coverage has been denied and you think they should be covered, talk with your doctor or health care provider or call your health plan to get help understanding the plan’s decision.

If you are still not satisfied, tell your plan you want to file a complaint (grievance). You must complete the plan's internal process.

You must request an external independent review within 120 days or 4 months (whichever is longer) of receiving the final denial letter from your insurer. Call Consumer Services at 800-964-1784.

Producer Licensing Renewal:

The producer-licensing renewal period is ongoing and ends March 31, 2019. You can file your renewal directly using either [NIPR](#) or [SIRCON](#).

If you have other licensing questions or need to submit a paper renewal, please contact the Insurance Division – Producer Licensing at (802) 828-3303.

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