

## Arkansas



**Alan McClain**  
**Commissioner**  
**Secretary, Southeast**  
**Zone**

Term of Office:

At the Pleasure of the  
Governor

Appointed: April 3, 2020

On April 3, 2020, Governor Asa Hutchinson appointed Alan McClain as Arkansas Insurance Commissioner. McClain began his career in state government in 1992 with the Arkansas Insurance Department after working with Sedgwick Insurance Group. He worked for the Arkansas Workers' Compensation Commission for 13 years and was the CEO of that Commission for almost nine years.

Most recently, McClain served as Commissioner of the Arkansas Rehabilitation Services (ARS). In this role, which he assumed in 2015, he administered the day-to-day operations of ARS, which administers the Federal Vocational Rehabilitation Act.

McClain has also served on the Arkansas Workforce Development Board and the Governor's Council on Developmental Disabilities. He is a past president of the International Association of Industrial Accident Boards & Commissions and the Council of State Administrators of Vocational Rehabilitation.

He holds an undergraduate degree from Hendrix College and a master's in Public Administration from the University of Arkansas at Little Rock.

### **Main**

Arkansas Department of Commerce Arkansas  
Insurance Department  
1 Commerce Way  
Bldg 4  
Little Rock, AR 72202-2087  
United States

### **Email Address**

[insurance.consumers@arkansas.gov](mailto:insurance.consumers@arkansas.gov)

### **Phone Numbers**

Main: (501) 371-2600

Toll-Free Number: (800) 282-9134

Commissioner: (501) 371-2620

Consumer: (800) 852-5494

Fraud Only: (866) 660-0888

Public Employee Claims: (866) 278-8066

Seniors Only: (800) 224-6330

**Fax Numbers**

Main: (501) 371-2618

Consumer Services: (501) 371-2749

Finance: (501) 371-2747

Human Resources: (501) 371-2817

Ins. Criminal Investigation: (501) 371-2799

Legal: (501) 371-2639

License: (501) 683-2604

Liquidation: (501) 371-2774

Public Employee Claims: (501) 371-2724

Risk Management: (501) 371-2842

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://insurance.arkansas.gov/>

**Make Checks Payable to:** Arkansas Insurance Department

Carroll Astin Manager, SHIP (Senior Health Insurance Information Program)	(501) 371-2785
Chantel Allbritton Regulatory Health Link	(501) 371-2755
Dan Reber Director, Criminal Investigation Division	(501) 371-2796
Jimmy Harris Manager, Compliance (Life & Health and Property & Casualty)	(501) 671-1621
Letty Hardee Deputy Commissioner, Information Services	(501) 371-2664
Lindsay Harp Manager, Consumer Services	(501) 371-2640
Mary Davis Assistant Deputy Commissioner, Accounting	(501) 682-7678
Mel Anderson Deputy Commissioner Financial Regulation, Finance	(501) 371-2665
Nathan Culp Director, Public Employee Claims	(501) 371-2708

Peggy Dunlap (501) 371-2760  
Insurance Licensing Manager, Agent Licensing

Randy Robinson (501) 371-2690  
Director, Risk Management

Russ Galbraith (501) 371-2620  
Chief Deputy Commissioner

Tasha Pankey (501) 371-2815  
Manager, Human Resources

Vacant  
Communications Director

Vacant  
Deputy Receiver, Liquidation Division

### **Contact Persons**

#### **Agent Licensing**

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#### **Annual Statements**

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#### **Company Licensing**

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#### **Consumer Complaints and Inquires**

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Manager, Consumer Services insurance.consumers@arkansas.gov

#### **Consumer Counseling Program for Seniors**

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#### **Department Counsel**

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**Examinations - Agent**

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**Examinations - Financial/Market Conduct**

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**Guaranty Funds**

Vacant  
Deputy Receiver, Liquidation Division

Russ Galbraith  
Chief Deputy Commissioner

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**Health Insurance Marketplace**

Chantel Allbritton  
Regulatory Health Link

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**InsurTech**

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Chief Deputy Commissioner

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**Life & Health and Property & Casualty Insurance**

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**Market Conduct**

Crystal Phelps  
Market Analysis

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crystal.phelps@arkansas.gov

**Media Relations/Public Information**

Vacant  
Communications Director

**Policy and Form Filing - Life & Health and Property & Casualty**

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Assistant Deputy Commissioner, Accounting

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**Statistical Reporting**

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