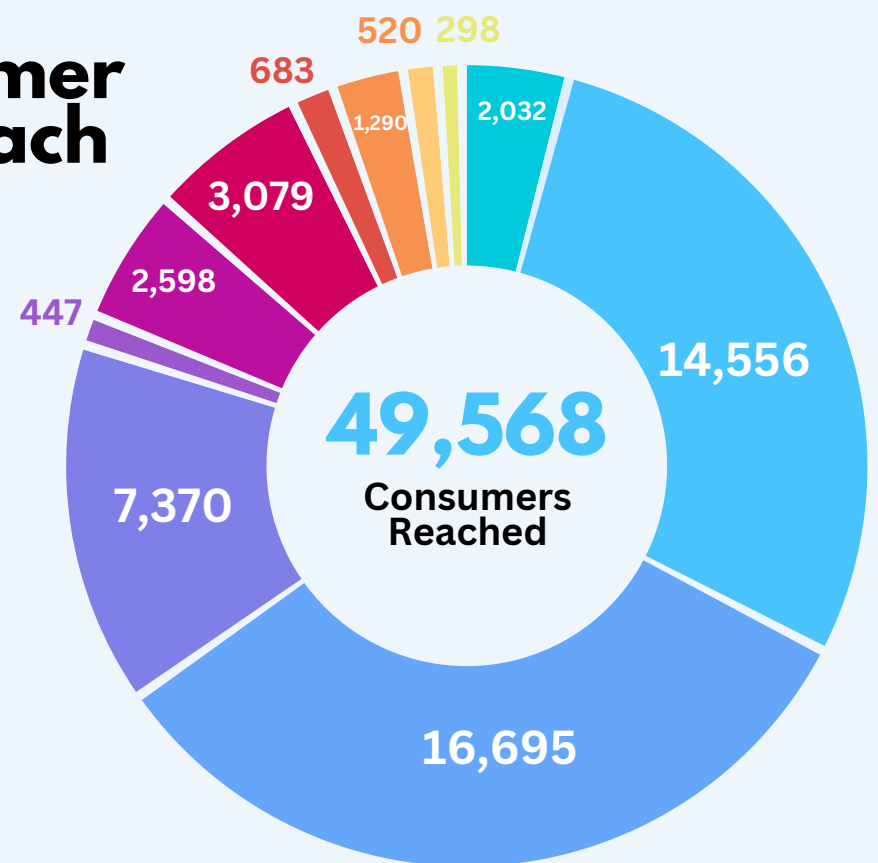
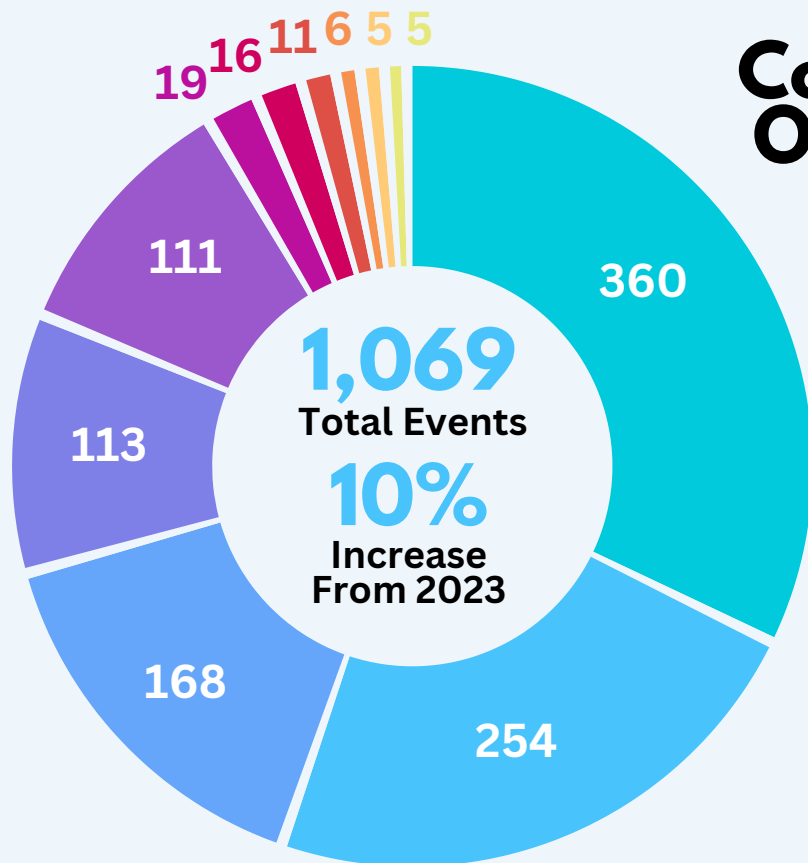


# 2024 CROB YEAR END REPORT

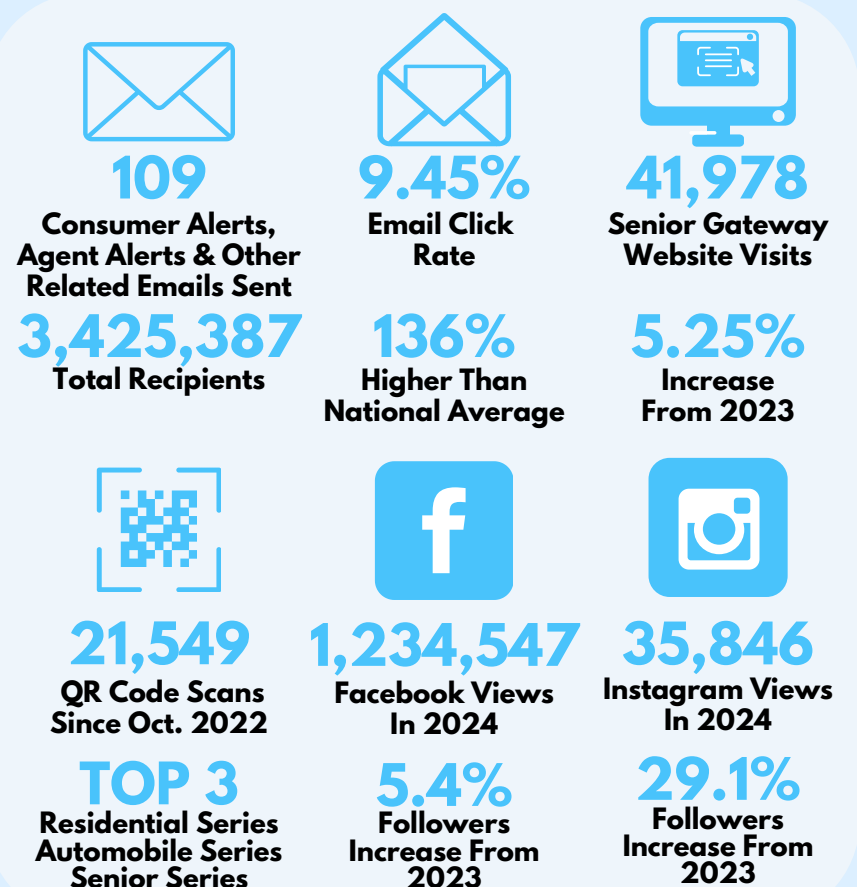
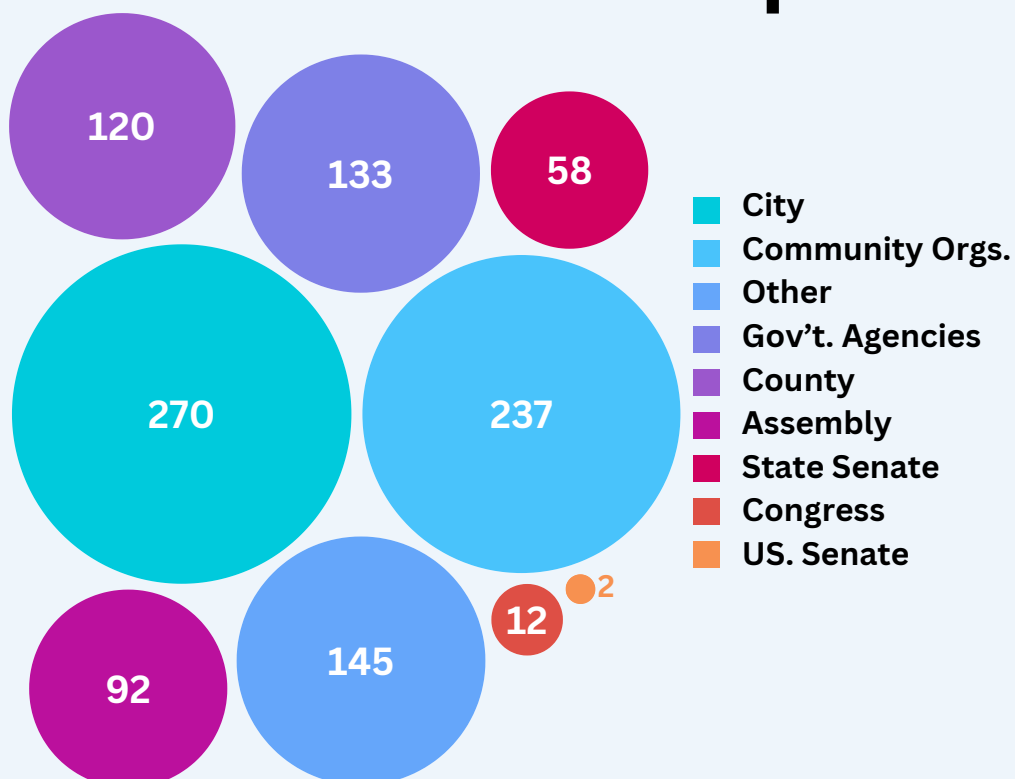
The Community Relations and Outreach Branch is dedicated to consumer outreach and education through working with our partners in federal, state, and local elected district offices.

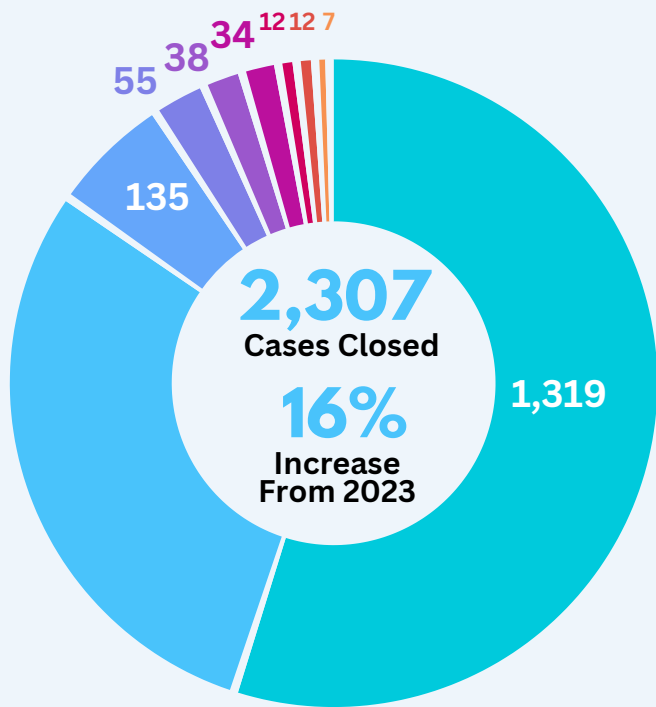
## Consumer Outreach



- Meetings
- Presentation
- Tabling/Resource Booth
- Networking Event
- Virtual Meeting
- Zoom Production
- Town Hall - Virtual
- Town Hall - In-Person
- Summit
- Staffed Event
- Roundtable

## Event Partnerships





## Office of the Ombudsman

The Ombudsman's primary function is to ensure the Department provides the highest level of customer service to our consumers, insurers, agents, brokers, and public officials. The Ombudsman is responsible for ensuring that complaints about the Department staff or actions receive full and impartial review.

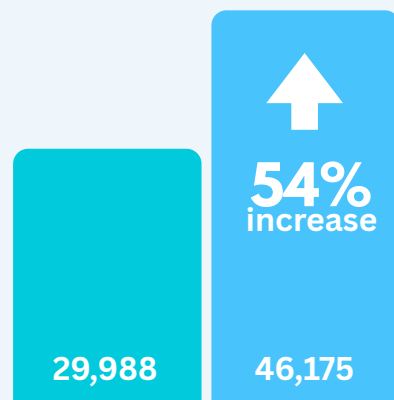


California's Low Cost Automobile (CLCA) Insurance program was established by the Legislature in 1999 and exists (pursuant to California Insurance Code Section 11629.7) as a program designed to provide income-eligible, good drivers with liability insurance protection at affordable rates as a way to meet California's mandatory auto insurance law.

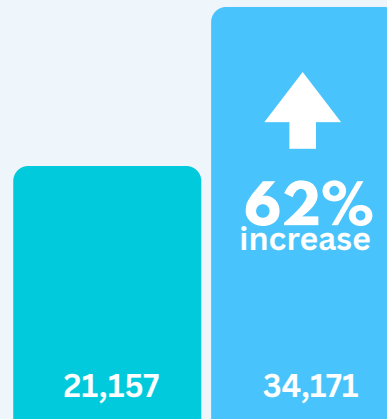


■ 2023 ■ 2024

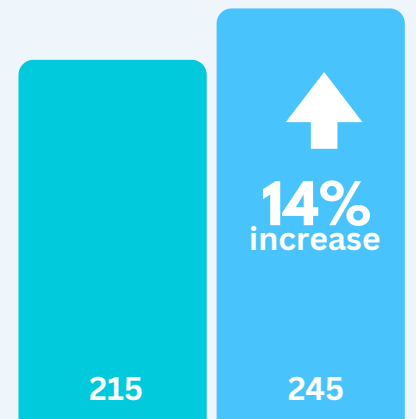
### Active Policies



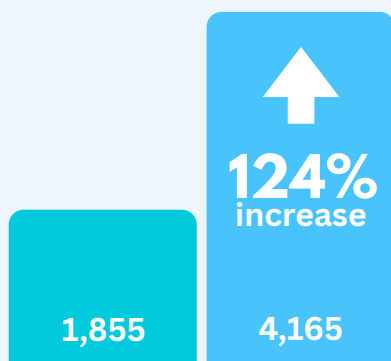
### Applications



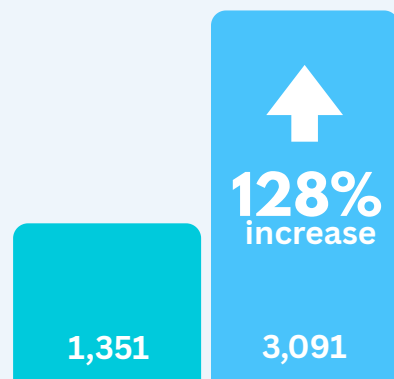
### Events



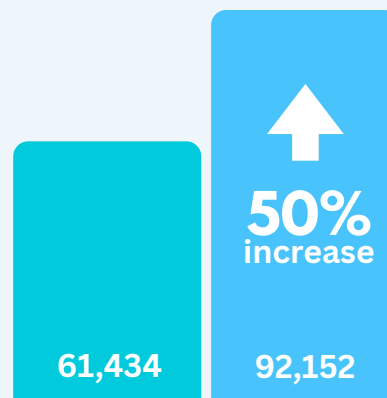
### DMV Scans Spanish



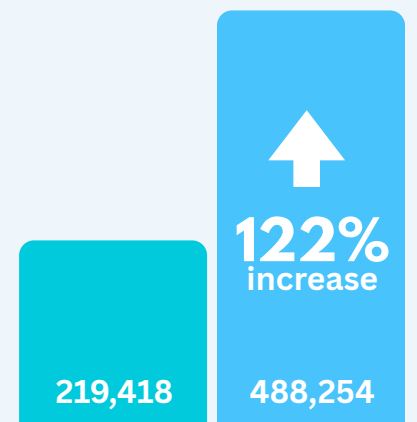
### DMV Scans English



### Materials Distributed



### Website Visits



[insurance.ca.gov](https://insurance.ca.gov)