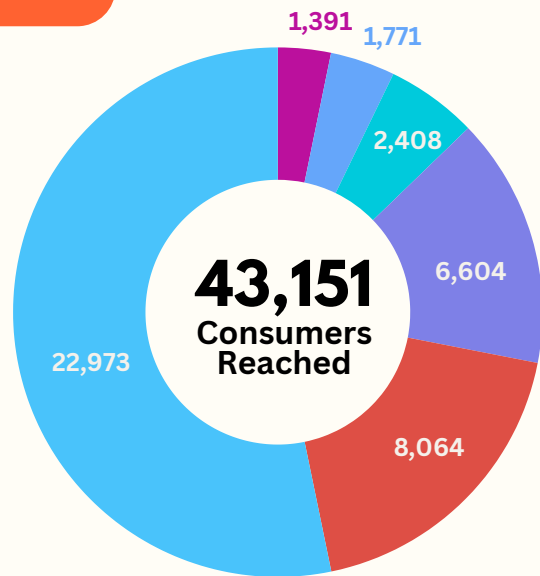
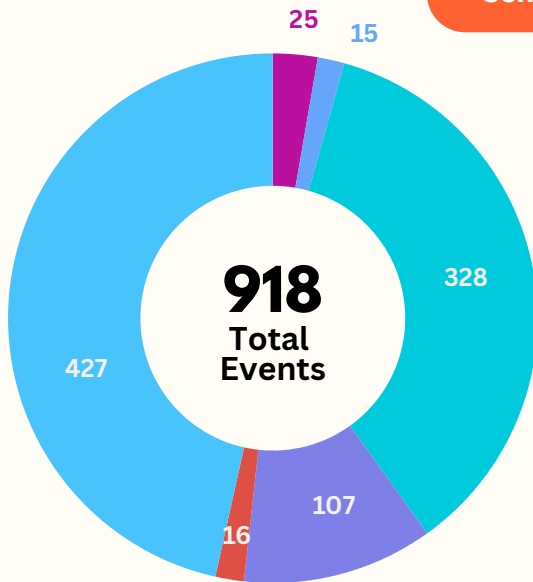


2025 CROB YEAR END REPORT

The **Community Relations & Outreach Branch** advances consumer protection and education by maintaining formal partnerships with with federal, state, and local elected officials.

Consumer Outreach



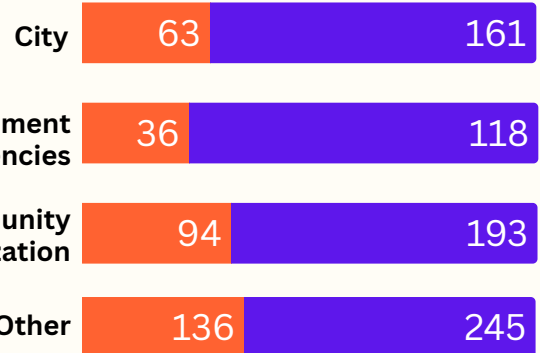
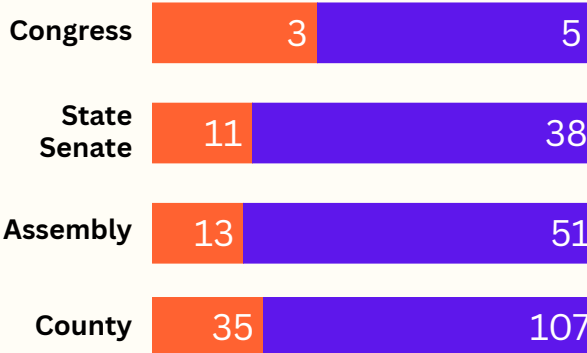
■ Presentation (All)
■ Town Hall (All)

■ Networking Events
■ Meeting (All)

■ Tabling/ Resource Booth
■ Zoom Production

Event Partnerships

■ New Partnerships
■ Total Partnerships



Senior Gateway

28,510

Website Visits
Compared to Last Year

38%



Email

246,238

Email Impressions

8%

Click-through
Rate

27%

Open
Rate

Facebook Audience

5%



Total Increase
Compared to Last Year

5,688

Total Followers

Ombudsman Overview

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.

1,932

Closed Cases

17% 

Decreased from last year

Ombudsman Cases

Consumer	1,224
Legislative	500
Agent	80
Applicant	59
Industry	24
Local Govt	19
Other CA Agency	14
Other	10
Governor	2

CA Low Cost Auto Insurance Program

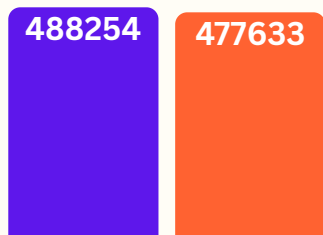


■ 2024 ■ 2025

Established in 1999 under Insurance Code Section 11629.7, the California Low Cost Automobile (CLCA) program provides affordable liability coverage to income-eligible good drivers to satisfy state mandatory insurance requirements.

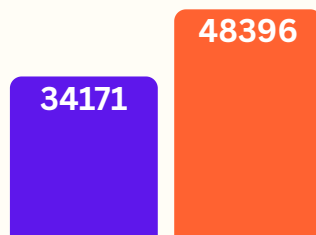
2% 

Decrease in Website Visits



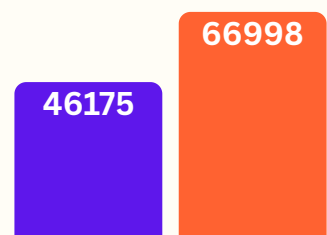
41% 

Increase in Applications



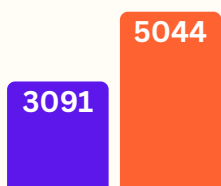
45% 

Increase in Active Policies



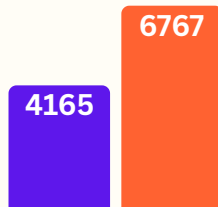
48% 

DMV Scans in English



47% 

DMV Scans in Spanish



203

CLCA Events

5,818

Attendees
or views

74,058

Materials
delivered