



**BULLETIN 20-EX-12**

TO: ALL INSURANCE AGENTS LICENSED BY THE STATE OF GEORGIA

FROM: JOHN F. KING  
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: OCTOBER 13, 2020

RE: EXTENDING AGENT LICENSE RENEWALS THROUGH THE END OF 2020

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Over the last few weeks, agents licensed by OCI seeking a license renewal have been experiencing long delays and call wait times. These delays are due to PSI Services LLC, OCI's outgoing licensing vendor, choosing to radically reduce support for OCI's licensing division in anticipation of the end of their contract on October 31, 2020. Whether this reduction in services results from mere incompetence or a willful and callous disregard for Georgians is unclear. What is clear is that it is unacceptable. In light of this failure to serve Georgians by PSI Services LLC, Commissioner King has decided to extend the time for all license renewals.

All licensed agents are advised that any agent requiring a license renewal will have their licenses extended through December 31, 2020. Agents seeking a license renewal may continue conducting regular business under their current license. OCI's new vendor for licensing services, Pearson-Vue, will be taking over these functions on November 1, 2020. Accordingly, agents whose licenses require renewal before December 31, 2020, will have until COB on December 31, 2020, to have their renewal completed.

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JOHN F. KING  
INSURANCE AND SAFETY FIRE COMMISSIONER  
STATE OF GEORGIA