



# OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

**JOHN F. KING**  
COMMISSIONER OF INSURANCE  
SAFETY FIRE COMMISSIONER

SEVENTH FLOOR, WEST TOWER  
FLOYD BUILDING  
2 MARTIN LUTHER KING, JR. DRIVE  
ATLANTA, GA 30334  
(404) 656-2056  
[www.oci.ga.gov](http://www.oci.ga.gov)

## BULLETIN 20-EX-9

TO: ALL LICENSED INSURANCE AGENTS, AGENCIES, AND COMPANIES IN  
GEORGIA

FROM: JOHN F. KING  
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: JULY 7, 2020

RE: UPDATED FINGERPRINTING PROCESS FOR INSURANCE APPLICATIONS

---

The fingerprinting process for insurance applications has been changed due to the Georgia Bureau of Investigation's ("GBI") creation of a new procedure external from the Georgia Office of Insurance and Safety Fire Commissioner ("the Department").

GBI now requires the Department's Agent's Licensing Division to make sure that an insurance application is on file before fingerprints can be sent to GBI/FBI. It has always been the rule that an insurance application is on file before Criminal History Record Information ("CHRI") is reviewed by the Department. Previously, the Department had internal procedures in place to ensure that the above rule was followed. However, GBI has now created an external procedure that requires the following:

An applicant must register at the Georgia Applicant Process website ("GAPS"). Once registered, the Agent's Licensing Division will have to approve the registration, which requires the Department to ensure that an application is on file. This process requires the Department to match the SSN to the records of an applicant on Sircon. If an applicant does not have an application on file, the registration will be declined by the Agent's Licensing Division and the applicant will then be required to file an application with the Department and then re-register with GAPS. To register with GAPS, applicants should visit:  
<https://www.aps.gemalto.com/ga/index.htm>.

An applicant will be declined registration if any of the following is true:

1. The applicant does not have an Insurance application on file with GDI
2. The applicant does not enter or enters incorrectly their SSN into GAPS system
3. The applicant does not enter an e-mail into the GAPS system

An applicant will be notified by e-mail from GBI/Gemalto through the GAPS registered e-mail if registration is approved or denied. After registration is successful the prints are sent to GBI/FBI, and the Department will have to follow up on a later date to review the Criminal History Record Information (“CHRI”) once returned from GBI/FBI.



---

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