



OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

JOHN F. KING
COMMISSIONER OF INSURANCE
SAFETY FIRE COMMISSIONER
INDUSTRIAL LOAN COMMISSIONER

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

DIRECTIVE 19-EX-5

TO: ALL LICENSED INSURANCE COMPANIES IN THE STATE OF GEORGIA

FROM: JOHN F. KING
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: SEPTEMBER 5, 2019

RE: PREPARATION OF LARGE VOLUME OF CLAIMS DUE TO HURRICANE
DORIAN

Hurricane Dorian is now moving northeast away from Georgia along the southeastern coast of the United States. Though damage to property is not on the level of severity as what we have seen in recent years after a storm, Georgia Insurers are still under an obligation to continue to promptly identify, evaluate, and resolve each claim pursuant to the Georgia Unfair Claims Settlement Practices Act (O.C.G.A. §33-6-30 et seq.)

Insurers must still promptly acknowledge receipt of each claim and make appropriate assignments for its investigation. Policyholders should continue to receive the timely service that they expect and should not experience delays in receiving the benefits that they deserve based on the volume of claims filed with a particular insurer.

Should you have any additional questions, please contact (404) 656-2070.



JOHN F. KING
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STATE OF GEORGIA