



OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

JOHN F. KING
COMMISSIONER OF INSURANCE
SAFETY FIRE COMMISSIONER
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DIRECTIVE 20-EX-2

TO: ALL LICENSED INSURANCE COMPANIES IN THE STATE OF GEORGIA

FROM: JOHN F. KING
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: JANUARY 13, 2019

RE: INSURANCE COMPANIES' RESPONSIBILITY TO PROMPTLY RESPOND TO
POLICYHOLDERS

Over the weekend, severe weather, such as heavy rainfall and damaging winds, caused some residents throughout Georgia to experience property damage or to be without power. Accordingly, the Georgia Department of Insurance encourages insurers to promptly acknowledge receipt of all storm-related claims and make appropriate assignments for their 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 (800) 656-2298.

JOHN F. KING
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STATE OF GEORGIA