



# OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

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

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## DIRECTIVE 20-EX-6

TO: ALL INDUSTRIAL LOAN LICENSEES IN GEORGIA

FROM: JOHN F. KING  
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: MARCH 25, 2020

RE: TEMPORARY SUSPENSION OF CERTAIN INDUSTRIAL LOAN  
REGULATIONS

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Commissioner King has reached the conclusion that, because of the current public health emergency caused by COVID-19, certain regulations of the Industrial Loan Commissioner will be temporarily suspended. Accordingly, the Commissioner is issuing this Directive.

Subject to the conditions set forth below, the following temporary changes will be in effect as of the date of this Directive:

- The Commissioner will suspend enforcement of the requirement of Rule 120-1-6-.01 that loans be made only at the physical location of the licensee's office; and
- The Commissioner will suspend enforcement of the requirements of Rule 120-1-6-.02, pertaining to days of the week when licensees' offices must be open to receive payments.

The temporary suspension of the cited rules is subject to the following conditions which must be met by all licensees who engage in business outside of its office location:

- Each licensee must prepare and submit a semi-monthly report to the Department of transactions conducted outside of its office location, including loans, loan payments, and receipt of loan proceeds; each such report must include the loan license number, the loan or contract number, the customer name and contact information, the name of the employee handling the transaction, and the location where the transaction took place.
  - Each licensee shall use all available means to maintain the security of each customer's personal information.
  - Each licensee shall maintain all required documentation, including the reports identified in
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the preceding paragraphs, at its office location for examination by representatives of the Department.

Additionally, each licensee must immediately post in a conspicuous location at its place of business a notice to customers with the following information:

- Instructions as to how to make electronic payments, including the address to which such payments shall be sent;
- Instructions as to how to make payments by mail, including an address to which payments should be sent;
- A toll-free phone number to call for assistance.

The Commissioner also urges all Industrial Loan licensees to be mindful of the hardships to their customers resulting from the current emergency, and to exercise leniency with respect to amounts which may become delinquent during this period. Licensees should err on the side of accommodation when it comes delinquent accounts.

This Directive, and the referenced suspension of existing rules, will be in effect until further order of the Commissioner. Furthermore, this Directive is subject to further evaluation as the COVID-19 situation develops, due to the public health emergency declared by Governor Kemp for COVID-19.



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