



DIRECTIVE 21-EX-4

TO: ALL LICENSED INSURERS, AGENTS, AND ADJUSTERS
IN THE STATE OF GEORGIA

FROM: JOHN F. KING
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: SEPTEMBER 27, 2021

RE: DUTY TO PROPERLY RESPOND TO CONSUMER SERVICES DIVISION

Recently, it has come to the Department's attention that some insurers, agents, and public adjusters have not responded expeditiously to requests for information sent to them by the Consumer Services Division. Under Georgia law, the Department of Insurance has a duty to examine or investigate licensed individuals and entities, and license holders must cooperate with the Department. The failure of various licensees to respond to the Consumer Services Division's inquiries promptly compels the issuance of this Directive.

- The Consumer Services Division must receive a response from any individual or entity licensed by the Department and/or authorized to do business in this state within fifteen business days of the date that the Consumer Services Division sends an inquiry via email, fax, or the U.S. Mail.
- A de minimis response merely noting receipt of the inquiry or a generic request for more time to respond will not be considered a sufficient response.

Failure to comply with this Directive may result in further regulatory action by the Department. Should you have any questions regarding this Directive, please contact the Consumer Services Division at (404) 656-2070.

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