



**Office of Commissioner of  
Insurance and Safety Fire**  
Protect | Enforce | Educate | Inform

**JOHN F. KING**  
*Commissioner of Insurance  
and Safety Fire*

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**DIRECTIVE 22-EX-7**

TO: ALL LICENSED INSURANCE COMPANIES IN THE STATE OF GEORGIA

FROM: JOHN F. KING  
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: DECEMBER 27, 2022

RE: INSURANCE COMPANIES' RESPONSIBILITY TO PROMPTLY RESPOND  
TO POLICYHOLDERS

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Over the weekend, severe conditions, such as freezing temperatures and icy roads, caused some residents throughout Georgia to be without power, or experience property damage like burst pipes and vehicle collisions.

Accordingly, the Georgia Department of Insurance encourages insurers to promptly acknowledge receipt of all weather-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.

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