



DIRECTIVE 23-EX-1

TO: ALL LICENSED INSURANCE COMPANIES IN THE STATE OF GEORGIA

FROM: JOHN F. KING
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: JANUARY 17, 2023

RE: INSURANCE COMPANIES' RESPONSIBILITY TO PROMPTLY
RESPOND TO POLICYHOLDERS

Last week, severe conditions, including extreme thunderstorms and tornadoes, caused some residents throughout Georgia to suffer extensive property damage. 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.

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