



INSURANCE AND SAFETY FIRE COMMISSIONER

- State of Georgia -

NEWS RELEASE

John F. King

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COMMISSIONER KING ANNOUNCES HURRICANE DORIAN RELIEF ACTIONS

Actions Include Directives to Insurance Companies Encouraging Leniency and Extended Call Center Hours

ATLANTA – Today, Georgia Insurance and Safety Fire Commissioner John King announced several immediate actions his agency was taking on behalf of Georgia victims of Hurricane Dorian.

Commissioner King issued two directives to all licensed insurance companies in the State of Georgia instructing them to continue [promptly responding to and resolving](#) potential hurricane-related claims, regardless of volume, and encouraging them to [grant relief to policyholders](#) who are residents of the twenty-one counties under Governor Kemp's declared State of Emergency – including leniency for late payments.

In addition, the Commissioner has ordered the Consumer Services Division call center hours to be extended into this weekend for Georgians with questions about their insurance policies or who are having trouble reaching their insurance companies in the wake of Hurricane Dorian.

“While we were lucky to avoid the worst-case scenario this week, there are still a number of Georgia’s coastal communities that are dealing with the aftermath of Hurricane Dorian,” said Commissioner King. “Today’s actions are meant to provide these Georgians with additional support during this difficult time.”

You can reach the call center at 800-656-2298. In addition to normal business hours (8:00am to 6:00pm Monday through Friday), the call center will be available on Saturday from 8:00am to 5:00pm and on Sunday from 1:00pm to 5:00pm.

For additional information, visit the Department’s website at www.oci.ga.gov.

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