



INSURANCE AND SAFETY FIRE COMMISSIONER

- State of Georgia -

NEWS RELEASE

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INSURANCE DEPARTMENT RETURNS OVER THREE MILLION TO CONSUMERS IN 1ST HALF OF 2019

Atlanta – In the first six months of 2019, the Georgia Department of Insurance responded to 5,688 consumer complaints and inquiries, returning more than three million dollars in insurance claim payouts to many of these policyholders. The money was returned as a result of the Department's mediation efforts on behalf of the consumer.

“I am very proud of the examiners in the Consumer Services Division for returning \$3,061,147.39 to Georgia taxpayers in the first half of 2019. The majority of consumers called because of a dispute with their insurance company, and the examiner was able to obtain a settlement appropriate to the consumer,” said Insurance Commissioner John F. King. “Protecting Georgians is and will remain one of my top priorities as Insurance Commissioner.”

The top five categories of complaints from consumers were:

- Denial of claim or delay in claim processing
- Private passenger auto
- Unsatisfactory settlement offer
- Individual accident and health
- Homeowners

In addition to the money returned to consumers with assistance from the Consumer Services Division, the call center at the Georgia Department of Insurance took 52,300 calls in the first half of 2019.

The Department’s Consumer Services Division can help with problems in life, health, auto and homeowners insurance or problems with an agent, adjuster, or agency. Consumers with questions about their insurance claim or policy provisions can call the Department’s Consumer Hotline at 1-800-656-2298 or file a complaint online at <https://www.oci.ga.gov/ConsumerService/Home.aspx>.

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