



**Office of Commissioner of  
Insurance and Safety Fire**

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**DIRECTIVE 24-EX-5**

TO: ALL LICENSED INSURANCE COMPANIES IN THE STATE OF GEORGIA

FROM: JOHN F. KING  
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: SEPTEMBER 30, 2024

RE: INSURANCE COMPANIES' RESPONSIBILITY TO PROMPTLY RESPOND  
TO POLICYHOLDERS

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In the last week, residents of Georgia have faced a major hurricane which was also preceded by strong storms. The combined effects of these storms will have undoubtedly caused damage because of these severe conditions. As Georgians begin to clean up and rebuild from the losses suffered, 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