



# OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

**RALPH T. HUDGENS**  
COMMISSIONER OF INSURANCE  
SAFETY FIRE COMMISSIONER  
INDUSTRIAL LOAN COMMISSIONER

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[www.oci.ga.gov](http://www.oci.ga.gov)

## DIRECTIVE 17-EX-6

TO: ALL LICENSED INSURANCE COMPANIES IN THE STATE OF GEORGIA

FROM: RALPH T. HUDGENS  
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: SEPTEMBER 8, 2017

RE: PREPARATION FOR LARGE VOLUME OF CLAIMS RELATED TO  
HURRICANE IRMA

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Based on the current forecast, it appears that Hurricane Irma may cause extensive damage to the State of Georgia, which could result in a large volume of property claims being filed with Georgia Insurers. Regardless of this volume, Georgia Insurers are directed to continue to promptly identify, evaluate and resolve each claim pursuant to the Georgia Unfair Claims Settlement Practices Act (O.C.G.A. §33-6-30 et seq.) Insurers must still promptly acknowledge receipt of each claim and make appropriate assignments for its 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.

Should you have any additional questions, please contact (404) 656-2070.

  
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RALPH T. HUDGENS  
INSURANCE AND SAFETY FIRE COMMISSIONER  
STATE OF GEORGIA