TO: ALL INSURERS LICENSED TO DO BUSINESS IN GEORGIA

FROM: JIM BECK
INSURANCE & SAFETY FIRE COMMISSIONER

DATE: JANUARY 15, 2019

RE: INSURERS MUST USE THE GEORGIA COMPANY PORTAL FOR TRANSMITTING RESPONSES TO CONSUMER COMPLAINT INQUIRIES RECEIVED FROM THE CONSUMER SERVICES DIVISION

To ensure that all insurers respond timely to inquiries from the Department’s Consumer Services Division as ordered in Directive 06-EX-1, as of January 15, 2019, all insurers licensed and admitted in Georgia shall utilize the Georgia Company Portal for transmitting responses to all Consumer Services Division inquiries.

The Georgia Company Portal may be accessed through the Department’s website at the following URL: https://www.oci.ga.gov/CompanyPortal/. If your entity already has its own dedicated Portal account, please contact one of your Account Administrators in order to gain access to the portal. Instructions on how to find your entity’s Portal Account Administrators can be found on the Georgia Company Portal page. If your entity does not have an account, you may request access by following these instructions:


Login accounts must be created for those who will use the Consumer Services module in the portal. The instructions for setting up accounts are included in the training manual. Please

1Directive 06-EX-1, issued on April 7, 2006, requires all insurers licensed to do business in Georgia to respond to the Consumer Services Division within ten business days of the date the inquiry was sent by the Consumer Services Division to the insurer via the U.S. Mail and six business days of the date the inquiry was sent by the Consumer Services Division to the insurer via fax or email.
refer to Page 4 of the manual and follow the steps to notify the Consumer Services Division once the insurer is set up and ready to receive Consumer Services complaint inquiries through the portal.

https://www.oci.ga.gov/ComplaintProcess

The Department will then activate the insurer’s account so that the insurer can receive complaints through the portal. Please notify the designated Department contact person (listed in the training manual) when the insurer is ready to use the portal.

Once activated, upon receipt of the first inquiry from the Consumer Services Division through the Georgia Company Portal, the insurer must upload all responses and supporting documentation through the Georgia Company Portal. All subsequent responses should be addressed and processed the same way. Responses should not be sent to our office via fax, email, U.S. Mail, or overnight delivery services. Since the portal utilizes electronic communication, responses are due within six business days of the date that the inquiry was sent by the Consumer Services Division to the insurer via the Georgia Company Portal.

Please note that if insurers are part of a group of insurers, the insurers within the group should use only one ORGID to transmit all responses and documentation for all insurers within the group. The insurer within the group whose ORGID is used for the group must create a user account under its ORGID, and notify the Department that it is ready for the portal to be activated, indicating which ORGID has been chosen for the group. Insurers who are currently using the portal to transmit consumer responses are not required to notify the Department or take any further action at this time.

The Georgia Company Portal is used by the Department to transmit inquiries to insurers and by the insurers to respond to the Department’s inquiries. The Department tracks complaint statistics through a separate database. If an insurer is part of a group, the NAIC number for the insurer involved in the particular complaint inquiry must be included with the insurer’s response. The Department links the complaint to that Company/NAIC number in the Department’s complaint database and runs reports based on that information.

Should you have any questions regarding this Directive, please contact the Office of the Commissioner of Insurance, Consumer Services Division, Suite 716, West Tower, Floyd Building, 2 Martin Luther King, Jr. Drive, Atlanta, Georgia 30334,

Email: consumercomplaints@oci.ga.gov.

JIM BECK
INSURANCE AND SAFETY FIRE COMMISSIONER
STATE OF GEORGIA