



Office of Commissioner of Insurance

Ralph Hudgens
Commissioner of Insurance
Safety Fire Commissioner
Industrial Loan Commissioner

NEWS RELEASE

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\$4.7 MILLION IN INSURANCE CLAIMS RECOVERED FOR CONSUMERS SO FAR IN 2017

ATLANTA – At the end of the third quarter of 2017, Insurance Commissioner Ralph Hudgens' Consumer Services Divisions had helped thousands of Georgia consumers settle disputes with insurance companies, returning millions in insurance claims to these consumers -- money they might not have received without his help.

Through the first three quarters of this year, the Departments' Consumer Services Division has answered more than 8,778 complaints and helped consumers receive \$4,828,385 million in claims settlements. Many of these requests by consumers for help involved denial of claims, slow claims processing, and unsatisfactory settlement offers. In most instances, our Consumer Claims Specialists were able to obtain a settlement favorable to the consumer.

"Sometimes, it is as simple as helping a policyholder understand their rights under an insurance policy or Georgia law," Commissioner Hudgens explained. "In other cases, some insurers seek to shortchange consumers by failing to live up to their coverage promises. For consumers in these situations, my office can mean the difference between getting the help they deserve."

The Department of Insurance has Consumer Claims Specialists who work to assure fair and equitable dealings between insurers, agents, and policyholders regarding all insurance transactions. They make every effort to assist consumers with every type of issue or question they might encounter about insurance. Since taking office in 2011, Commissioner Hudgens' has retrieved over \$66.3 million in claims settlements for Georgia's insurance consumer.

"The Georgia Department of Insurance stands ready today to assist any and all insurance policyholder who has questions or disputes with an insurance company," said Deputy Commissioner Jay Florence.

Consumers with insurance questions or problems may contact the Department of Insurance at 404-656-2070, or toll-free at 1-800-656-2298. Phone lines are open Monday through Friday, 8 a.m. to 6 p.m. We can also be reached online at www.oci.ga.gov.

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