



# NEWS

## R E L E A S E

RALPH T. HUDGENS  
COMMISSIONER OF INSURANCE  
SAFETY FIRE COMMISSIONER  
INDUSTRIAL LOAN COMMISSIONER  
COMPTROLLER GENERAL

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### **HUDGENS: THOUSANDS HELPED IN FIRST HALF OF 2011; OVER \$6 MILLION IN INSURANCE CLAIMS RECOVERED**

**Atlanta** -- In the first six months of 2011, Insurance Commissioner Ralph T. Hudgens' Insurance Department helped thousands of Georgians settle disputes with their insurance companies. Without his help, policyholders might not have seen the \$6.2 million of insurance claims that was returned.

"Investigators in our Consumer Services and Managed Care Divisions helped over 24,000 consumers and businesses retrieve \$6,231,568," Hudgens said. "Many of the citizens who called my office had claim disputes with insurance companies, and our investigators were then able to secure a settlement favorable to the consumer."

Specialists in Commissioner Hudgens' Consumer Services and Managed Care Divisions can help with problems in life, health, auto and homeowners insurance. "Consumers can call even if they just want their insurance policy explained or reviewed," the Commissioner said.

"Our office takes calls Monday through Friday from 8 a.m. to 7 p.m., so we can offer the convenience of assisting consumers by phone even after traditional working hours," Hudgens added.

Consumers with insurance questions or problems can contact the Consumer Services Division at **404-656-2070**, or toll-free at **1-800-656-2298**. Consumers can also file a complaint via the Department's website at **[www.oci.ga.gov](http://www.oci.ga.gov)**, or write to:

Georgia Insurance Commissioner  
Consumer Services Division  
2 Martin Luther King, Jr. Drive  
716 West Tower  
Atlanta, GA 30334

Consumers also are welcome to come to the office in person at the above listed address Monday through Friday from 8 a.m. to 5 p.m. to meet with an investigator for face-to-face advice on any type of insurance problem.

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