



NEWS RELEASE

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OXENDINE DIRECTIVE TO INSURERS: EXERCISE LENIENCY, PAY CLAIMS PROMPTLY

Atlanta – Insurance Commissioner John W. Oxendine has issued a directive ordering companies to pay claims arising from this past weekend’s devastating floods in a timely manner, and to “exercise leniency in dealing with affected individuals and businesses that may experience difficulty paying premiums.”

“Insurance companies need to be understanding when so many of their clients’ lives have been severely disrupted,” Oxendine said. “And those affected policyholders need prompt relief in the form of claims payments from their insurers.”

The Commissioner pointed out that much of the damage may not be covered by insurance, since standard homeowners policies do not cover floods; only about 9 percent of Georgians in single-family homes carry flood insurance. Those who do have coverage through the National Flood Insurance Program can begin the claim process by calling the agent they bought their policy from, or call 1-800-427-4661 to talk to a NFIP insurance specialist.

Also, citizens with flood-damaged property can call 1-800-621-3362 to register with FEMA Disaster Assistance. You may be eligible for additional FEMA aid.

Vehicles with comprehensive coverage will be covered for flood damage, as will some manufactured homes. For help with these claims, call Commissioner Oxendine’s Consumer Services Division at **404-656-2070** or, outside the Metro area, **1-800-656-2298**, with any questions about a policy or claim.

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