



# NEWS RELEASE

**Ralph Hudgens**  
COMMISSIONER OF INSURANCE  
SAFETY FIRE COMMISSIONER  
INDUSTRIAL LOAN COMMISSIONER  
COMPTROLLER GENERAL

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## **HUDGENS DIRECTIVE TO INSURERS: EXERCISE LENIENCY REGARDING PREMIUM PAYMENTS**

**Atlanta** – Insurance Commissioner Ralph Hudgens has issued a directive ordering companies to exercise leniency in dealing with affected individuals and businesses that may experience difficulty paying premiums due to the extreme weather of the past week.

“I expect insurance companies to be understanding when so many of their policyholders’ lives have been severely disrupted,” Hudgens said. “This would include premium payments and nonrenewal notification.”

Hudgens’ Directive 11-EX-3 states:

“... the Office of Insurance and Safety Fire Commissioner directs insurers to exercise leniency in dealing with individuals whose premium payments may appear tardy due to the disruption of mail service. Likewise, insurers that processed lawful cancellation or nonrenewal notices during the previous 10 days should comply with the spirit of the cancellation or nonrenewal laws to ensure that policyholders impacted by adverse decisions have sufficient time to address their insurance needs.”

Georgians who need help with late payment issues, or who have any question or problem regarding insurance, can call Commissioner Hudgens’ Consumer Services Division at **404-656-2070** or, outside the Metro area, **1-800-656-2298**. Phones are answered from 8 a.m. to 7 p.m. Monday through Friday. Questions can also be posed through the department Website, [gainsurance.org](http://gainsurance.org)

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