



NEWS

R E L E A S E

JOHN W. OXENDINE
COMMISSIONER OF INSURANCE
SAFETY FIRE COMMISSIONER
INDUSTRIAL LOAN COMMISSIONER
COMPTROLLER GENERAL

Seventh Floor, West Tower
2 Martin Luther King Jr. Dr.
Atlanta, Georgia 30334
www.gainsurance.org

For Immediate Release
January 15, 2008

Contact: Glenn Allen or Wayne Whitaker
404-651-7902
inscomm@oci.ga.us

OXENDINE: THOUSANDS HELPED IN 2007; \$18.4 MILLION IN INSURANCE CLAIMS RECOVERED

Atlanta -- In 2007, Insurance Commissioner John W. Oxendine's office helped thousands of Georgia consumers settle disputes with their insurance companies, returning \$18.4 million in insurance claims to policyholders, money they might not have received without his help.

"Representatives in our Consumer Services and Managed Care Divisions helped consumers and businesses retrieve \$18,404,123," Oxendine said. "Many of the citizens who called my office had claim disputes with insurance companies, and our investigators were able to secure a settlement favorable to the consumer."

Over the past 13 years, Oxendine's office has retrieved \$176 million.

Specialists in Oxendine's 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 after traditional working hours," Oxendine 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 Web site at **www.gainsurance.org**. Or write to: Georgia Insurance Commissioner, Consumer Services Division, 716 West Tower, 2 Martin Luther King, Jr. Drive, Atlanta, GA 30334.

The Commissioner also sends field representatives to counties outside the metropolitan Atlanta area at least once a month. Consumers can meet with an investigator for face-to-face advice on any type of insurance problem. Georgians can call the number above to find out when an investigator will be in their area.

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