



Consumer Complaint Process for the Georgia Company Portal

2019

Georgia Department of Insurance
Consumer Services Division
716 West Tower
2 Martin Luther King, Jr., Drive
Atlanta, GA 30334
<http://www.oci.ga.gov/>



Georgia Insurance and Safety Fire Commissioner

The Consumer Services Division of the Georgia Department of Insurance (GADOI) has an electronic process for handling consumer complaints. The majority of future interactions between Insurers and the Consumer Services Division will be done electronically using the Georgia Company Portal.

This process begins when a Consumer Services employee reviews a consumer complaint. The complaint is stored securely in the agency's document management repository. Document access is regulated by GADOI's policies and procedures. The complaint-recipient (Insurance Company) is identified and an email is sent to a single – generic email address provided by the Insurance Company, serving as a single point of entry for the complaint-recipient entity.

The Complaint email recipient (Insurance Company) receives the email containing a link to a secure web page on a GADOI server. Your Company Account Administrator will need to create an account for each staff member who will access this system. You will log in with the information created by the Company Account Administrator, as well as with a unique ORGID (Organization Identifier). After you log in, you will have access to the Consumer Complaints Center, where you will retrieve consumer complaints and upload your responses to these consumer complaints. All communications regarding the complaint should be uploaded and not faxed, mailed, or emailed directly to the assigned Complaint Examiner. Please note that once you log in, if there is a period of inactivity for more than ten minutes, the system will time out and you will have to log in again.

IMPORTANT: When you respond to the complaint, please be sure to include the correct NAIC Number in your response letter for that complaint so that we can link the correct company in our complaint database.



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Your Company Account Administrator(s) will need to create an account for each staff member who will access this system. To find your Company Account Administrators, please go to the [Georgia Company Portal](#) login page and enter the ORGID and click Search. If you do not know your ORGID, click on the button for “Find your ORGID.”

Home Agents Agencies Captives Insurers Limited Risk Fire Marshal Industrial Loan Consumer Services Premium Tax Legal Fraud Search

Georgia Company Portal

Notification: Welcome to the Georgia Company Portal

Please note our current domain is: www.oci.ga.gov. Please discontinue using www.gainsurance.org AND www.inscomm.state.ga.us as our digital certificate will not work with these two older domains. Please make sure you are using a recent browser version.

Login Here

Username/Email

Password

ORGID

Remember User Name and ORGID

✓ If you are a new company **OR** you need **new administrators**, click [here to view our Company Credentialing Process](#).

✓ If you cannot login, please contact your Account Administrator. Ask them to Reset your Authentication.

✓ To find your Account Administrator, enter your ORGID:

✓ If you do not know your ORGID, you will find it in the details area [when you search for your company](#). Click on your company and look in the summary tab for the ORGID number.

ATTENTION CATASTROPHE ADJUSTER CONTACTS: If you do not have a login into the Company Portal, you will need to get your own, from one of your Account Administrators. An Account Administrator will need to create an account for you, assign you permissions to the Catastrophe Adjusters module and then email you your New Authentication. Follow instructions in the email to gain access to the Company Portal.

Employment E-Verify Technical Contact 1/8/2019 8:14:36 AM-172.16.0.18 Contact Us Privacy Policy Laws & Regs

Find Your ORGID

Find your ORGID

Forgot Password

Update Your Account Administrator

Find Your Account Administrator

If you need to update your Company Account Administrators, please use the following link to review the credentialing process: <https://www.oci.ga.gov/CompanyPortal/CPPTALCompanyCredentialsProcess.aspx>



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When you have a group of companies, we will use the main company to transmit all complaints for the group of companies. That way, you just have to sign into one account to see all complaints for your group of companies.

For clarification, the Georgia Company Portal is used for transmitting complaints. We track the complaint statistics through another database, so whichever company is used in the Georgia Company Portal for transmitting complaints does not affect complaint data when we run reports. We ask that you include the NAIC Number for the company involved in each complaint with your response. We link the complaint to that Company/NAIC Number in our complaint database and run reports based on that information.

Once your Company Account Administrator has created accounts for all staff members who will be using the Georgia Company Portal for Consumer Complaints, **you will need to notify the Consumer Services Division using the email noted below to indicate that you are ready to receive complaints through the Georgia Company Portal.** You should also include the following information with your notification that you are ready to begin receiving complaints:

1. Confirm which of your companies should be used as the main company for transmitting complaints. Identify the ORGID or the NAIC Number for that company.
2. Provide a list of all companies that are included in your group of companies
3. Confirm the email address to where notifications should be directed for your group of companies.

NOTE: We can only use ONE email address for notifications.

Contact ConsumerComplaints@oci.ga.gov to report when you are ready to activate the Consumer Services Complaints portion of the Georgia Company Portal.



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After the Consumer Services Division has added your group of companies to the Georgia Company Portal for Consumer Complaints, the first new complaint that we receive against your group of companies from that point forward will be sent to you electronically. If we do not have any new consumer complaints immediately for your companies, nothing will be transmitted to you until we receive a complaint.

If you have open cases that were not transmitted through the Georgia Company Portal, you cannot respond through the Georgia Company Portal. For open cases received prior to being added to the Georgia Company Portal, you may respond via fax, mail, or email, as you previously did prior to using the Georgia Company Portal. However, you are welcome to contact the assigned Complaint Examiner and ask him/her to send you a notification through the Georgia Company Portal on cases received previously so that you may respond through the Georgia Company Portal.

The remaining pages of this manual provide screen shots and details regarding:

- the email notifications generated when new complaints are transmitted
- the login process
- how to retrieve and upload complaint documents on individual cases



Georgia Insurance and Safety Fire Commissioner

The subject matter in the email you will receive displays the origin of the email (Georgia Department of Insurance) and the Case Number assigned to that file by the Consumer Services Division.

From: OCI\[[Insert Complaint Examiner Name]

TO: youremail@yourcompany.com

RE: From: GA, Department of Insurance, Re: Case # 555XXXXXX: Please respond to this new consumer complaint

Monday, July 8, 2019

An inquiry or complaint related to your company has been filed with John F. King, Commissioner of Insurance for the State of Georgia.

This case has been assigned to me to conduct an investigation. In order for our Department to respond to this request, please review the inquiry/complaint and furnish a written report including:

- 1. Your NAIC Number.
- 2. A written summary of your company's position on this matter and any supporting documentation.
- 3. Please include Our Case Number and the name of the Complainant on your correspondence.

The Consumer Services Division must receive a response to this case within six business days of the date that the inquiry was sent by the Consumer Services Division to the respondent.

[Please Login the Georgia Company Portal to process this request.](#)

Please use the ORGID XXXXXX to login.

Thank you for your attention to this matter.

Sincerely,

[[Insert Complaint Examiner Name]

Consumer Services Division

Room 716

2 Martin Luther King Jr. Drive

Atlanta, GA 30334

Tel: 404-XXX-XXXX

Email: [[Insert Complaint Examiner Email]]



Georgia Insurance and Safety Fire Commissioner

The email recipient (Insurance Company) is displayed in the top-left corner of the email.

From: OCI [Insert *Complaint Examiner Name*]

TO: youremail@yourcompany.com

RE: From: GA. Department of Insurance, Re: Case # 555XXXXXX: Please respond to this new consumer complaint Monday, July 8, 2019

An inquiry or complaint related to your company has been filed with John F. King, Commissioner of Insurance for the State of Georgia.

This case has been assigned to me to conduct an investigation. In order for our Department to respond to this request, please review the inquiry/complaint and furnish a written report including:

- 1. Your NAIC Number.
- 2. A written summary of your company's position on this matter and any supporting documentation.
- 3. Please include Our Case Number and the name of the Complainant on your correspondence.

The Consumer Services Division must receive a response to this case within six business days of the date that the inquiry was sent by the Consumer Services Division to the respondent.

[Please Login the Georgia Company Portal to process this request.](#)

Please use the ORGID XXXXXX to login.

Thank you for your attention to this matter.

Sincerely,

[Insert *Complaint Examiner Name*]

Consumer Services Division

Room 716

2 Martin Luther King Jr. Drive

Atlanta, GA 30334

Tel: 404-XXX-XXXX

Email: [Insert [Complaint Examiner Email](#)]



Georgia Insurance and Safety Fire Commissioner

The body of the email contains instructions on what information we need to have included in your response.



From: OCI [Insert *Complaint Examiner Name*]
TO: youremail@yourcompany.com
RE: From: GA. Department of Insurance, Re: Case # 555XXXXXX: Please respond to this new consumer complaint
Monday, July 8, 2019

An inquiry or complaint related to your company has been filed with John F. King, Commissioner of Insurance for the State of Georgia.

This case has been assigned to me to conduct an investigation. In order for our Department to respond to this request, please review the inquiry/complaint and furnish a written report including:

- 1. Your NAIC Number.
- 2. A written summary of your company's position on this matter and any supporting documentation.
- 3. Please include Our Case Number and the name of the Complainant on your correspondence.

The Consumer Services Division must receive a response to this case within six business days of the date that the inquiry was sent by the Consumer Services Division to the respondent.

[Please Login the Georgia Company Portal to process this request.](#)

Please use the ORGID XXXXXX to login.

Thank you for your attention to this matter.

Sincerely,

[Insert *Complaint Examiner Name*]
Consumer Services Division
Room 716
2 Martin Luther King Jr. Drive
Atlanta, GA 30334
Tel: 404-XXX-XXXX
Email: [Insert [Complaint Examiner Email](#)]



Georgia Insurance and Safety Fire Commissioner

The email will contain a link to the Georgia Company Portal. Click on the link to log into the Georgia Company Portal to retrieve a copy of the consumer complaint.

You can access the Georgia Company Portal anytime directly from the home page of the Department's website without having to have an email with the link. Look under Top Insurance Links. The full link is:
<https://www.oci.ga.gov/CompanyPortal/>

From: OCI [Insert *Complaint Examiner Name*]
TO: youremail@yourcompany.com
RE: From: GA. Department of Insurance, Re: Case # 555XXXXXX: Please respond to this new consumer complaint
Monday, July 8, 2019

An inquiry or complaint related to your company has been filed with John F. King, Commissioner of Insurance for the State of Georgia.

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- 3. Please include Our Case Number and the name of the Complainant on your correspondence.

The Consumer Services Division must receive a response to this case within six business days of the date that the inquiry was sent by the Consumer Services Division to the respondent.

[Please Login the Georgia Company Portal to process this request.](#)

Please use the ORGID XXXXXXX to login.

Thank you for your attention to this matter.

Sincerely,

[Insert *Complaint Examiner Name*]
Consumer Services Division
Room 716
2 Martin Luther King Jr. Drive
Atlanta, GA 30334
Tel: 404-XXX-XXXX
Email: [Insert [Complaint Examiner Email](#)]



Georgia Insurance and Safety Fire Commissioner

From: OCT [Insert *Complaint Examiner Name*]
TO: youremail@yourcompany.com
RE: From: GA. Department of Insurance, Re: Case # 555XXXXXX: Please respond to this new consumer complaint
Monday, July 8, 2019

An inquiry or complaint related to your company has been filed with John F. King, Commissioner of Insurance for the State of Georgia.

This case has been assigned to me to conduct an investigation. In order for our Department to respond to this request, please review the inquiry/complaint and furnish a written report including:

- 1. Your NAIC Number.
- 2. A written summary of your company's position on this matter and any supporting documentation.
- 3. Please include Our Case Number and the name of the Complainant on your correspondence.

The Consumer Services Division must receive a response to this case within six business days of the date that the inquiry was sent by the Consumer Services Division to the respondent.

[Please Login the Georgia Company Portal to process this request.](#)

Please use the ORGID XXXXXX to login.

Thank you for your attention to this matter.

Sincerely,

[Insert *Complaint Examiner Name*]
Consumer Services Division
Room 716
2 Martin Luther King Jr. Drive
Atlanta, GA 30334
Tel: 404-XXX-XXXX
Email: [Insert *Complaint Examiner Email*]

The Consumer Services' email author (Complaint Examiner) is displayed on the bottom left of the email with that person's contact information.






Georgia Insurance and Safety Fire Commissioner

Clicking on the link in the email will take you to the login page.

Consumer Complaints respondents can now manage their responses using the Company Portal web application from our home page (www.oci.ga.gov). You will need to click on a link entitled "Company Portal" under the Top Insurance links on the right hand side of the GADOI's Home page.

(See highlighted area on Figure 1)

Home Agents Agencies **Captives** Insurers Limited Risk Fire Marshal Industrial Loan Consumer Services Premium Tax Legal Fraud Search



Life Insurance Policy Locator Service


Hundreds of Georgia consumers have reaped the benefits of Insurance Commissioner John F. King and the National Association of Insurance Commissioners' (NAIC) Life Insurance Policy Locator during the locator's first year. The free consumer tool has matched 1476 Georgia beneficiaries with lost or misplaced life insurance policies or annuities returning \$22,080,903 in unclaimed money to those consumers.

To begin your search for unclaimed life insurance or annuities benefits click [here](#).

▶ ◀ 1 2 3 4 5 6 ▶

Fraud News	Insurance News	Safety Fire News	Directives	Bulletins
Fraud Investigations Division Makes 49 Arrests in First Half of 2019				07/10/2019
Insurance Fraud Victim Receives \$150,000 in Restitution				07/02/2019
Fraud Investigations Division Conducts Insurance Fraud Raids				06/26/2019
Two Arrests Made in \$120 Million Insurance Fraud Scheme				06/13/2019
Three Individuals Arrested for Insurance Fraud in Jones County				05/15/2019
Fraud Unit Makes Two Arrests				05/09/2019
Gwinnett County Man Arrested for Insurance Fraud in Bibb County				05/06/2019
Man Arrested for Operating Chop Shop in Elbert County				04/15/2019
Three in Columbus Arrested for Role in Insurance Fraud Scheme				03/22/2019
Richmond County Woman Arrested for Insurance Fraud				03/15/2019
Fraud Unit Makes Four Arrests				03/14/2019
Henry County Insurance Agent Arrested for Insurance Fraud and Narcotics				03/01/2019

[more >>](#)



Commissioner John F. King

--- Quick Links ---

About us ...

Top Consumer Links ...


Top Insurance Links ...

- Agent Search
- Agency Search
- Company Search
- **Company Portal**
- Name Approval Application

Top Fire Marshal Links ...

Other Links ...

Social Media





When logging into the Georgia Company Portal, you can have the same email address AND password for all your companies. We will differentiate which company you are logging in by the ORGID. The ORGID will appear in the email notification that you receive from us (see next page). However, only one ORGID will be used for handling Consumer Complaints.

Each company has a unique ORGID (Organization Identifier). You can find yours by clicking on the button "Find your ORGID" and entering the name of your company.

If you do not have credentials or they are not working for you, please contact your Company Account Administrator (see Page 3 above for directions on finding your Company Account Administrator).

2 - Company Portal Login



Georgia Insurance and Safety Fire Commissioner

From: OCT[Insert *Complaint Examiner Name*]
TO: youremail@yourcompany.com
RE: From: GA. Department of Insurance, Re: Case # 555XXXXXX: Please respond to this new consumer complaint
Monday, July 8, 2019

An inquiry or complaint related to your company has been filed with John F. King, Commissioner of Insurance for the State of Georgia.

This case has been assigned to me to conduct an investigation. In order for our Department to respond to this request, please review the inquiry/complaint and furnish a written report including:

- 1. Your NAIC Number.
- 2. A written summary of your company's position on this matter and any supporting documentation.
- 3. Please include Our Case Number and the name of the Complainant on your correspondence.

The Consumer Services Division must receive a response to this case within six business days of the date that the inquiry was sent by the Consumer Services Division to the respondent.

[Please Login the Georgia Company Portal to process this request.](#)

Please use the ORGID XXXXXX to login.

Thank you for your attention to this matter.

Sincerely,

[Insert *Complaint Examiner Name*]
Consumer Services Division
Room 716
2 Martin Luther King Jr. Drive
Atlanta, GA 30334
Tel: 404-XXX-XXXX
Email: [Insert [Complaint Examiner Email](#)]

The ORGID to use when logging in
to retrieve the complaint will appear
in the email notification
that you receive from us.



Georgia Insurance and Safety Fire Commissioner

Your Company Account Administrator will need to access the web application in the Company Portal entitled: "Manage Who Has Access to What"

They will need to create an entry for you AND assign you rights to the Consumer Complaints Module AND email you your new authentication.

A Company Account Administrator can contact the Department at 404-783-5008 if they have difficulties.

We do not store your passwords. If you cannot remember your password, you need to contact your Company Account Administrator and ask them to reset your authentication.

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Georgia Company Portal - Consumer Complaint Management System

- You Are In: Consumer Services Complaints Company: [Insert Company Name] (ORGID # XXXXXXXX) Logout
Inactivity Time Remaining: 9:56 Current User: [Insert User Name] Help

This is a new application. Please click on the Help Button for more information on how to operate this application.

Type Of Person	Their Role if any	Action
<input type="radio"/> Administrator	<input type="checkbox"/> Consumer Complaint Contact	Delete
<input type="radio"/> User	<input type="checkbox"/> Adjuster Coordinator	Update
	<input type="checkbox"/> Company Official Contact for Life Insurance Policy Search	Email Password
	<input type="checkbox"/> Company Official Contact for All Billings	Clear
	<input type="checkbox"/> Company Official Contact for All Official Announcements	
	<input type="checkbox"/> Staff Adjuster Accounts Payable	
	<input type="checkbox"/> Catastrophe Coordinator	

First Name	Last Name	Email	Add1	Add2	City	State	Zip	Tel
First Name	Last Name	Valid Email	Address 1	Address 2	City	Any State	Zip	() -

(screen shot continues on the next page)



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The first column contains all the modules.

Initially, we also display all your users in Column 2.

To Assign a User Access: 1) click on the application name in column 1 (e.g., Consumer Services Complaints) and then click on their name in column 2. If the name is missing, it might be because either they are an Administrator (meaning they have access to everything already), or they are already in column 3 (People WITH Access). If that is not the case, please contact us.

To Remove a User Access: 1) click on the application name in column 1 (e.g., Consumer Services Complaints) and then click on their name in column 3. You will now see the name in column 2.

Manage User Access Rights (Not Administrators)

	People WITHOUT Access	People WITH Access
Catastrophe Adjusters		
Catastrophe Disaster Losses		
Company Annual Renewal		
Consumer Services Complaints	John Doe	Jane Doe
Directive 04-EX-1		
Document Management		
Fee Based Filings		
Fire Losses		
Health Insurance Rate Filing Transmittal Form		
Homeowner Rates Data Call		
Manage Who Has Access To What		
Official EFT Request		
Payments		
Private Auto Rates Data Call		
Staff Adjuster Upload		
Workers Compensation		

Employment E-Verify Technical Contact 1/6/2019 2:02:58 PM 177.18.0.243 Contact Us Privacy Policy Laws & Regs



Georgia Insurance and Safety Fire Commissioner

If you are set up correctly, you should see the dropdown navigation entry for: "Consumer Services Complaints"

Select that entry. This will automatically take you to the Consumer Complaints Management System.

Home Agents Agencies Captives Insurers Limited Risk Fire Marshal Industrial Loan Consumer Services Premium Tax Legal Fraud Search

Georgia Company Portal - Announcements

Company: [Insert Company Name] Logout
Current User: [Insert User Name] Help

Navigate From Here

- You Are In: General Announcements**
- Go To: Premium Tax Payments
- Go To: Keep your information up to date
- Go To: Email Dialog
- Go To: Your Subsidiary Family
- Go To: Your Application Rights
- Go To: All Bulletins
- Go To: All Directives
- Go To: Log Out
- Your Applications**
- Go To: Catastrophe Adjusters
- Go To: Catastrophe Disaster Losses
- Go To: Company Annual Renewal
- Go To: Consumer Services Complaints**
- Go To: Directive 04-EX-1
- Go To: Document Management
- Go To: Fee Based Filings
- Go To: Fire Losses
- Go To: Health Insurance Rate Filing Transmittal Form
- Go To: Homeowner Rates Data Call
- Go To: Manage Who Has Access To What
- Go To: Official EFT Request
- Go To: Payments
- Go To: Private Auto Rates Data Call
- Go To: Staff Adjuster Upload
- Go To: Workers Compensation

PLEASE READ

PLEASE READ! ELECTRONIC PAYMENT BY CREDIT AND ECHECK IS NOW AVAILABLE:

The Department has started accepting credit card payments and eChecks. These payments will be made through a company called ACI. In order to utilize the payment options offered by ACI, there will be a convenience fee of 2.5% for debit/credit card payments and \$2.00 for eCheck when amounts are less than \$10,000.00 and \$12.50 for amounts greater than \$10,000.00, added to your total payment. Once these payment options are available, we will post instructions on how to make payments through ACI on your portal account. All Administrators should see the Payments application in the navigation drop down. If you are not an Administrator and would like access to the Payments module, please contact your administrator: they will need to give you access.

PLEASE READ! All companies writing Fire Loss policies affected by Directive 16-EX-3, you may already have a relationship with a company called ISO/Verisk. They have offered to upload all data required by Directive 16-EX-3 on your behalf. If you want this, you will need to affirmatively opt-in. Instructions on how to do this are located in the "Go To : Firelosses" dropdown navigation.

Georgia Insurance and Safety Fire Commissioner



The Consumer Complaint Management System displays all open or unresolved cases as determined by the Department in descending order by date. The most recent entry will be at the top.

Match the case number that was sent to you on your email from the Department to an entry under "Click Here."



Home Agents Agencies Captives Insurers Limited Risk Fire Marshal Industrial Loan Consumer Services Premium Tax Legal Fraud Search

Georgia Company Portal - Consumer Complaint Management System

- You Are In: Consumer Services Complaints Company: [Insert Company Name] (ORGID # XXXXXXXX) Logout
Inactivity Time Remaining: 9:56 Current User: [Insert User Name] Help

Notification:

If you are new to this process, please review our training document available [here](#).

This area displays all open and unresolved Consumer Services Cases. You are asked to satisfy the agency's request so that cases may be closed. To view documents associated with a case, please click on the red Complaint ID in the left column.

ATTENTION: We are now accepting the following file formats: **.doc** (a Microsoft Word File prior to office 2007), **.docx** (a Microsoft Word File after office 2007), **.mp3** (a lossy compressed audio file), **.jpg** (a lossy compressed picture), **.pdf** (Adobe Acrobat), **.jpeg** (a lossy compressed picture), **.tiff** (a lossless compressed picture). Please contact us if we need to add any other file extensions. As usual, all these file are encrypted during transport.

Open or Unresolved cases

Click Here	REGARDING	Created	Notified	Elapsed
555XXXXXX	[Insert Complaint Name (resp. party: Complaint Examiner Name)]	1/2/2019 2:41:09 PM	1/7/2019 10:14:51 AM	1 Day Old



This will open an interface that displays all the documents available for that case and allows you to upload documents and make them a part of that case.

Please note that **ALL CORRESPONDENCE** related to a case should be uploaded to the Georgia Company Portal and not faxed, mailed, or emailed directly to the Complaint Examiner.

As long as the case remains open in the system, you have access to upload all documents.

Home Agents Agencies Captives Insurers Limited Risk Fire Marshal Industrial Loan Consumer Services Premium Tax Legal Fraud Search

Georgia Company Portal - Consumer Complaint Management Case

Notification: CASE # 555XXXXXX for [Insert Complainant Name]

The Georgia Department of Insurance's Consumer Services Division received a Consumer Complaint (CASE # 555XXXXXX for [Insert Complainant Name]) which you can find all the related documents below. Please review the Complaint and upload your response and associated documentations. If you have any questions, please contact the caseworker: [Insert Complaint Examiner] by email. Acceptable document formats are: **.doc** (a Microsoft Word File prior to office 2007), **.docx** (a Microsoft Word File after office 2007), **.mp3** (a lossy compressed audio file), **.jpg** (a lossy compressed picture), **.pdf** (Adobe Acrobat), **.jpeg** (a lossy compressed picture), **.tiff** (a lossless compressed picture).

Document Description	Document Date
CONSUMER: A45- Life and Health	1/7/2019
Acknowledgment Letter	1/2/2019
Complaint Form	1/2/2019

Step 1: Please choose a type of document below

Please select a Document Type for this list

Step 2: Enter a description of the document

49 characters maximum

Step 3: Click Browse to find a document on your computer that corresponds to the document type you chose above

Step 4: Click Upload to upload the document

Employment E-Verify Technical Contact 1/8/2019 12:44:07 PM 172.16.0.244 Contact Us Privacy Policy Laws & Regs



Georgia Company Portal - Consumer Complaint Management Case

Notification: CASE # 555XXXXXX for [Insert Complainant Name]

The Georgia Department of Insurance's Consumer Services Division received a Consumer Complaint (CASE # 555XXXXXX for [Insert Complainant Name]) which you can find all the related documents below. Please review the Complaint and upload your response and associated documentations. If you have any questions, please contact the caseworker: [Insert Complaint Examiner] by email. Acceptable document formats are: **.doc** (a Microsoft Word File prior to office 2007), **.docx** (a Microsoft Word File after office 2007), **.mp3** (a lossy compressed audio file), **.jpg** (a lossy compressed picture), **.pdf** (Adobe Acrobat), **.jpeg** (a lossy compressed picture), **.tiff** (a lossless compressed picture).

These are instructions regarding the types of files accepted.

On the left side is the **document management display module**. You may click on any link to download any document, in particular the original complaint and associated documentation.

Document Description	Document Date
CONSUMER: A45- Life and Health	1/7/2019
Acknowledgment Letter	1/2/2019
Complaint Form	1/2/2019

Step 1: Please choose a type of document below

Please select a Document Type for this list

Step 2: Enter a description of the document

49 characters maximum

Step 3: Click Browse to find a document on your computer that corresponds to the document type you chose above

Step 4: Click Upload to upload the document



Georgia Company Portal - Consumer Complaint Management Case

Notification: CASE # 555XXXXXX for [Insert Complainant Name]

The Georgia Department of Insurance's Consumer Services Division received a Consumer Complaint (CASE # 555XXXXXX for [Insert Complainant Name]) which you can find all the related documents below. Please review the Complaint and upload your response and associated documentations. If you have any questions, please contact the caseworker: [Insert Complaint Examiner] by email. Acceptable document formats are: **.doc** (a Microsoft Word File prior to office 2007), **.docx** (a Microsoft Word File after office 2007), **.mp3** (a lossy compressed audio file), **.jpg** (a lossy compressed picture), **.pdf** (Adobe Acrobat), **.jpeg** (a lossy compressed picture), **.tiff** (a lossless compressed picture).

When you have assembled your answer, once you log in, in order for you to upload your answer, you will need to select a type of document from the dropdown list. Please select the appropriate Document Type for each document that is uploaded. Then click Browse.

Document Description	Document Date
CONSUMER: A45- Life and Health	1/7/2019
Acknowledgment Letter	1/2/2019
Complaint Form	1/2/2019

Step 1: Please choose a type of document below

- Please select a Document Type for this list
- Explanations of Benefits
 - Medical Bills
 - Medical Records
 - Memo
 - Miscellaneous Document
 - P and C Appraisal
 - P and C Estimate
 - P and C Pictures
 - Policy
 - Request for Extension
 - Respondent Acknowledgment
 - Response Letter to the Department
 - Third Party Letter Received

computer that corresponds

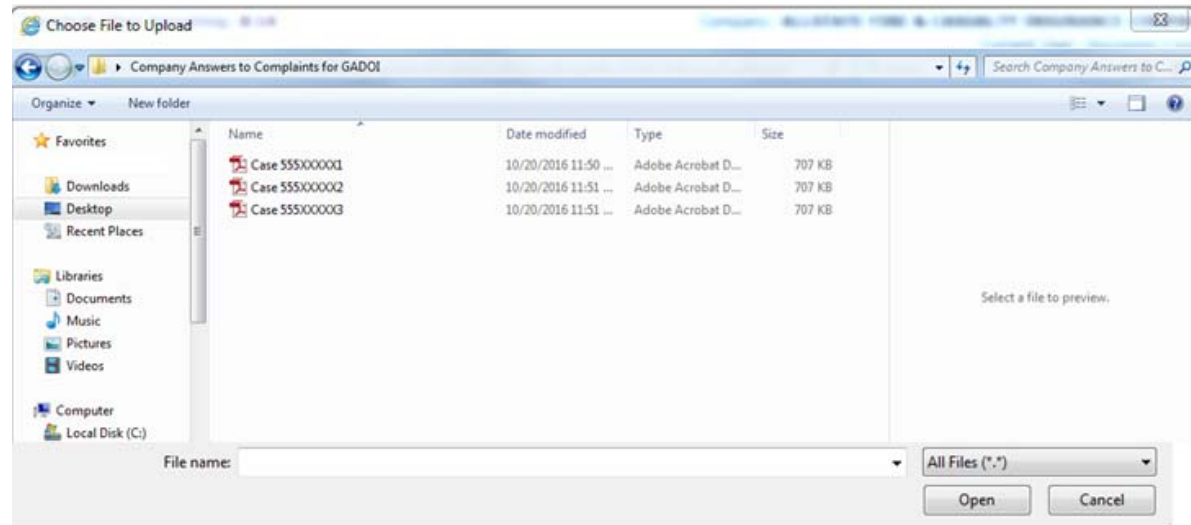
Browse...

Upload



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Clicking on the Browse button takes you to a window to find the document you want to upload. Find the desired document and click on the name of the document. Once your document is selected, click Open.





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The complete path to your document is displayed next to the browse button.

Then, click on Upload.

The document should be now displayed in the **Document Management Module**

Repeat this combination of selecting the document type, browsing for the document and uploading it for each document you wish to upload.

The assigned Complaint Examiner will receive an email notification each time you upload a document.

Home Agents Agencies Captives Insurers Limited Risk Fire Marshal Industrial Loan Consumer Services Premium Tax Legal Fraud Search

Georgia Company Portal - Consumer Complaint Management Case

Notification: CASE # 555XXXXXX for [Insert Complainant Name]

The Georgia Department of Insurance's Consumer Services Division received a Consumer Complaint (CASE # 555XXXXXX for [Insert Complainant Name]) which you can find all the related documents below. Please review the Complaint and upload your response and associated documentations. If you have any questions, please contact the caseworker: [Insert Complaint Examiner] by email. Acceptable document formats are: **.doc** (a Microsoft Word File prior to office 2007), **.docx** (a Microsoft Word File after office 2007), **.mp3** (a lossy compressed audio file), **.jpg** (a lossy compressed picture), **.pdf** (Adobe Acrobat), **.jpeg** (a lossy compressed picture), **.tiff** (a lossless compressed picture).

Document Description	Document Date
CONSUMER: A45- Life and Health	1/7/2019
Acknowledgment Letter	1/2/2019
Complaint Form	1/2/2019

Step 1: Please choose a type of document below

Response Letter to the Department

Step 2: Enter a description of the document

49 characters maximum

Step 3: Click Browse to find a document on your computer that corresponds to the document type you chose above

H:\DMA Documents\Case Documents\Case 555XXXX Browse...

Step 4: Click Upload to upload the document

Upload

Employment E-Verify Technical Contact 1/8/2019 12:44:07 PM-172.16.0.244 Contact Us Privacy Policy Laws & Regs



Georgia Insurance and Safety Fire Commissioner

All documents that make up your response to the GADOI **MUST BE** uploaded to the Georgia Company Portal. You can upload documents anytime as long as the case is an **OPEN** case in our system.

- If it is your company's practice to send an Acknowledgment Letter to confirm receipt of the complaint, please upload those letters using the Document Type, "Respondent Acknowledgment." Do not mail, fax or email these letters.
- If you need to request an extension on the due date for your response, please upload your request using the Document Type, "Request for Extension."
- If you need to provide a follow-up to your original response, you can upload more documents as long as the case is still open.

The only time you will not be able to upload documents to the Georgia Company Portal is when the case has been closed in the GADOI's system and it does not appear on your list of Open or Unresolved Cases. If you have additional documents that need to be sent to the GADOI and the case is **CLOSED** in our system, please follow the steps below.

1. If you have a reasonable amount of pages in a document, you may fax the document(s) to our office at 404-657-8542. Please reference the Case Number on your fax.
2. Contact the assigned Complaint Examiner to inquire about emailing your document(s) directly to the Complaint Examiner.
3. If you have a large number of pages in your document or multiple documents, you may contact the assigned Complaint Examiner and ask him/her to re-open the case in our system so that you will be able to upload your document(s).



Georgia Insurance and Safety Fire Commissioner

IN SUMMARY

Georgia Department of Insurance (GADOI) sends out an email to a Consumer Complaint Contact for an insurance company.

Recipient logs into the Georgia Company Portal and views the complaint.

Recipient gathers answers and supporting documentation.

Recipient uploads answer.

GADOI is notified automatically by email that recipient has uploaded an answer to the case.

If the GADOI needs to request additional information from the Insurance Company, you will receive another email with another link to direct you to the new request for more information.

