



# OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

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[www.gainsurance.org](http://www.gainsurance.org)

## DIRECTIVE 07-P&C-1

**TO:** ALL INSURERS AUTHORIZED TO WRITE PROPERTY INSURANCE IN THE STATE OF GEORGIA.

**FROM:** JOHN W. OXENDINE  
INSURANCE AND SAFETY FIRE COMMISSIONER

**DATE:** MAY 16, 2007

**RE:** ANNUAL STAFF ADJUSTER REGISTRATION AND ADJUSTER RE-ENTRY PERMITS AUTHORIZING ACCESS TO A RESTRICTED AREA DURING A GEMA DECLARED CATASTROPHE/DISASTER.

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The Department of Insurance in its effort to provide more efficient online services to the Property & Casualty insurance industry, is implementing a new web based annual Staff Adjuster Registration system. The online registration system will replace the older paper registration requirement and will accommodate both electronic batch processing and individual additions as Staff Adjusters are either added or removed during the year.

In conjunction with this new web based annual registration system, we are providing a new service that will expedite Staff Adjuster access into restricted disaster areas.

This new **Adjuster Re-Entry Permit** identification system was developed in cooperation with the State Fire Marshal and the Georgia Emergency Management Authority (GEMA).

**The Re-Entry permit program will be activated only when access to an area is restricted during a GEMA declared catastrophe/disaster.**

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In order to facilitate the online annual registration and the permit distribution, management and identification, this directive requires each Property & Casualty insurance company to submit data pertaining to their registered staff adjusters and to identify a company Adjuster Coordinator. For the purpose of this directive, a staff adjuster is defined as a non licensed adjuster that is a salaried employee of the insurer and is registered with the Georgia Department of Insurance. Each staff adjuster is required to have a supervisor and that individual's information must also be submitted.

The information we are requesting for Staff Adjusters is as follows:

Company NAIC number

Staff Adjuster's Name – Salutation, First, Middle, Last

Staff Adjuster Employee Identification Number

Staff Adjuster Business address – Street, City, State, Zip

Staff Adjuster Phone number and E-Mail address

Staff Adjuster Supervisor

The staff adjuster information may be submitted to the Georgia Department of Insurance by selecting the "PORTAL for Companies" menu item, under the "INSURANCE" tab located on our web site's HOME Page, [www.gainsurance.org](http://www.gainsurance.org) When you are logged into the PORTAL, select the "Go To: Staff Adjusters" entry from the "GOTO" drop down menu. Once you have clicked on this selection, please print and follow the detailed instructions available in the "Instructions" area on this web page (**click on "Instructions: Please Read"**). This information may be transmitted as a bulk upload or entered individually.

If you have difficulty logging into the PORTAL, please contact our support line at (404) 463-6407.

**For** Procedural and Implementation Questions contact Agents Licensing at (404) 656-2101

**Please Note:** *If your situation is such that your staff adjusters work for several companies under common ownership (each company having a separate NAIC number), please submit your staff adjuster information for each separate company.*

Assignment of the **Disaster Re-Entry Permits** will be managed and tracked by the company **Adjuster Coordinator**. Upon declaration by GEMA of a catastrophe/disaster, company Adjuster Coordinators responsible for the assignment of the Disaster Re-Entry Permits will be required to notify the Insurance Department via the Department's website [www.gainsurance.org](http://www.gainsurance.org) of those Staff Adjusters assigned to that event. ***Instructions on this notification procedure will be emailed directly to the Adjuster Coordinator.*** At this time, we are requesting the name, address, phone number and email address of the person assigned as your company's Adjuster Coordinator. Please submit your Adjuster Coordinator information by selecting the "PORTAL for Companies" menu item, under the "INSURANCE" tab located on the Home Page of [www.gainsurance.org](http://www.gainsurance.org). Once logged into the Portal, select "- Go To GA – GID Contact" from the drop down menu and update your Adjuster Coordinator record.

An estimate of the number of re-entry permits that you anticipate assigning is also requested. It is not necessary to request re-entry permits for all company Staff Adjusters since these re-entry permits are to be temporarily assigned only to non-licensed emergency/catastrophe salaried staff adjusters and out of state licensees adjusting claims related to a GEMA declared event in Georgia.

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Requests for the Disaster Re-Entry Permits should be sent via email to [Adjusters@oci.ga.gov](mailto:Adjusters@oci.ga.gov) and include your NAIC number, number of permits requested, company address (to be used for receipt of permits), Adjuster Coordinator name and email address.

A handwritten signature in black ink, reading "John W. Oxendine". The signature is written in a cursive style with a large, stylized initial "J".

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**JOHN W. OXENDINE**  
**INSURANCE AND SAFETY FIRE COMMISSIONER**  
**STATE OF GEORGIA**