



## OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

**RALPH T. HUDGENS**

COMMISSIONER OF INSURANCE  
SAFETY FIRE COMMISSIONER  
INDUSTRIAL LOAN COMMISSIONER

July 19, 2018

SEVENTH FLOOR, WEST TOWER  
FLOYD BUILDING  
2 MARTIN LUTHER KING, JR. DRIVE  
ATLANTA, GEORGIA 30334  
(404) 656-2056  
[www.oci.ga.gov](http://www.oci.ga.gov)

Society of Collision Repair Specialists  
P O Box 909  
Prosser, WA 99350

RE: Our Case Number: 555224859

Dear Mr. Schulenburg:

Thank you for contacting The Office of Insurance and Safety Fire Commissioner Ralph T. Hudgens.

I will attempt to answer your six questions. If you need further clarification please do not hesitate to contact our department.

- (1)- Yes, we are a regulatory agency that governs the insurance business in The State of Georgia.
- (2)-Yes, claims settlement practices are a part of our Department's regulatory oversight.
- (3)- Statement
- (4)-No, Georgia Law does not address manufacture documented procedures.
- (5)- Yes, although Georgia Law does allow for like Kind and Quality Parts.
- (6)- Yes, Automobile policies in Georgia do address Like Kind and Quality Parts for repairs.
- (7)- Yes, we encourage consumers to file a complaint with our Department, if a dispute occurs.

We hope you will find this information helpful.

Sincerely,

  
George Gaston

Complaint Examiner

Consumer Services Division

Phone: 404-656-7698; Fax: 404-657-8542

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