



OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

JIM BECK
COMMISSIONER OF INSURANCE
SAFETY FIRE COMMISSIONER
INDUSTRIAL LOAN COMMISSIONER

June 28, 2019

SEVENTH FLOOR, WEST TOWER
FLOYD BUILDING
2 MARTIN LUTHER KING, JR. DRIVE
ATLANTA, GA 30334
(404) 656-2056
www.oci.ga.gov

Ms. Selita Boyd
6841 Cavalier Court
Stone Mountain, GA 30087

RE: Our Case Number: 555231331

Dear Ms. Boyd:

Thank you for your patience.

The Department received a revised response from Frontier Adjusters regarding your complaint that Lawson Thompson altered the authorization form by whiting out the original information that was there and writing the information in that he wanted authorization for. Please see the attached response from Mr. Thompson, based on his response the Department of Insurance will submit an internal administrative referral to determine if further action is warranted on this case. You will be notified once a determination is made, we are closing our Departments file at this time. We do appreciate the confidence you placed in the Office of Insurance Commissioner Jim Beck.

Sincerely,

Annette Arnold, Examiner
Consumer Services Division
Phone: 404-656-2537; Fax: 404-657-8542

/ AA



Frontier Adjusters of Atlanta/Decatur, GA
P.O. Box 680364
Marietta, GA 30068-0007
(770) 951-0044
fax (770) 951-0046
Decatur@frontieradjusters.com
Lawson Thompson, CPCU

RLD

June 13, 2019

Georgia Insurance Department
Attention: Ms. A. Arnold
7th Floor West Tower
2 Martin Luther King Jr. Drive
Atlanta, GA 30339

RECEIVED
JUN 17 2019
Consumer Services Division
Georgia Insurance Dept.

RE: Insured: ServPro
Department Case #: 5 555231331
Claim #: 15F05F025848

Dear Ms. Arnold:

Thank you for your note dated June 12, 2019 with attachments.

I had previously indicated that I do not have an independent recollection of the transactions which surrounded the authorization furnished by the claimant. However, I am sure that if this document was altered it was done with the claimant's permission, and moreover, she well knew that any and all insurers, contractors, and other entities who performed work at the residence were going to be contacted and that she was required to provide permission.

I fail to see how the claimant has been damaged by the existence of this document. At the very least, the document streamlines the process by allowing us to use one authorization for all of the entities who performed work there.

You well know that this information is accessible and vital to any investigation, as is the real property itself. The fact of this case is the claimant has failed to allow us to perform an inspection, measure, photograph, and verify the damages, which has been the reason for the denial of this claim, not information or lack of information from the vendors.

Frankly, this case appears to be one that is a non-issue.

I hope that this provides you with enough information to close this file.

Thank you for your attention in this matter.

Sincerely,

A handwritten signature in blue ink that reads "Lawson Thompson /cj". The signature is written in a cursive style with a large initial 'L' and a trailing slash followed by the initials 'cj'.

Lawson Thompson
Frontier Adjusters

LT/cj