

United States Senate

WASHINGTON, DC 20510

April 5, 2022

Michael L. Tipsord
President & Chief Executive Officer
One State Farm Plaza
Bloomington, IL 61710

Dear Mr. Tipsord,

As the City of Newnan, Georgia continues to recover from destructive storms and tornados, I urge State Farm Insurance (“State Farm”) to prioritize efforts that support an expedited recovery, including increased staffing availability to assist Newnan residents in navigating the often complicated and cumbersome claims process. I further request that State Farm hold public office hours and a public forum for residents to have questions answered by company officials and to speak to claims experts as they seek to use their insurance to rebuild their lives.

Last year, Newnan, Georgia and other nearby communities were victims of devastating storms and tornados. Reports from the National Weather Service indicate that a powerful EF-4 tornado carved a nearly 40-mile path through Heard, Coweta, and Fayette Counties in Georgia. The tornado was most destructive as it entered Newnan, with peak wind speeds of 170 miles per hour. This event inflicted severe damage on homes, businesses, and public facilities such as Newnan High School and Atkinson Elementary School.

On May 6, 2021, President Biden approved a major disaster declaration to allow federal resources, including those from the Federal Emergency Management Agency (FEMA), to flow into affected communities. While these resources, primarily delivered through FEMA’s Public Assistance funding, have been helpful to the community, I remain deeply frustrated that FEMA Individual Assistance was repeatedly denied for residents of Coweta County. This has certainly slowed the speed of recovery, particularly for those residents who were displaced from their homes due to damage.

This frustration from the community was palpable when I met with survivors and local leaders on March 1, 2022 to discuss ongoing recovery efforts. Residents expressed disappointment with FEMA, as well as dissatisfaction with the pace of recovery. My constituents, forced to cope with dual disasters of extreme weather and a deadly global pandemic, are now struggling to understand the details of their homeowners insurance and navigate the claims process. Understandably, the immediate priorities of my constituents remain focused on protecting themselves, their families, and their communities.

In order to best assist residents of Coweta County and the City of Newnan, I ask that State Farm prioritize claims processing for affected families and increase staffing availability to better support survivors as they navigate the confusing and time-consuming recovery process. In the

absence of FEMA Individual Assistance, an expanded focus from your company will be critical to expediting recovery and alleviating ongoing frustrations.

Thank you for your prompt attention to this urgent matter. I look forward to your written response and to working with you, other private insurers, and federal partners to support the City of Newnan, Coweta County, and all surrounding areas affected by this disaster. By working together, we can assist these Georgians on their road to recovery and strengthen the resiliency of their communities.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Warnock" with a stylized flourish at the end.

Reverend Raphael Warnock
United States Senator