



RECORDS RETENTION AND DISPOSITION SCHEDULE
Insurance, Department of. Consumer Services Division.

Agency: Consumer Services Division		Division:	
ITEM NO.	RECORD SERIES	TITLE/DESCRIPTION <i>(This Retention Schedule is approved on a space-available basis)</i>	RETENTION PERIOD
1	83-570	<p>COMPLAINTS</p> <p>Includes correspondence between the complainant and the Department of Insurance and the insurance company involved the complaint log (SF 36806R) which lists the complainant's name and address, insurance company involved, type of complaint (coded), consumer consultant's name, disposition and dates, and the green sheet which lists the insurance company mailing address, complainant's name and address, file number and date form letter sent to Company. Arranged by assigned complaint number.</p>	TRANSFER to the RECORDS CENTER after one (1) year. DESTROY after two (2) years in the Records Center. Total retention of three (3) years.
2	98-03	<p>COPIES OF MEDICAL RECORDS RECEIVED</p> <p>These are copies of medical records sent to this Division in response to complaints or copies of investigative materials developed in arson or fraud cases by the insurance companies. Confidential, [IC 5-14-3-4(a)(9)], and [IC 5-13-3-4(b)(1), (1993 Edition)]</p>	DESTROY one (1) year after the year of receipt.
3	98-04	<p>YEARLY COMPLAINT LOGS</p> <p>At the end of each calendar year, a yearly complaint log is prepared. The logs are listed alphabetically by the insurance company name and are used by the financial examiners in a company examination. The logs contain all the consumer complaint activity for each year and are used for inquiries by attorneys and consumers as well as the financial examiners.</p>	DESTROY ten (10) years after the end of the calendar year.
4	98-05	<p>COMPANY FILES FOR RE-INSURANCE AGREEMENTS AND QUARTERLY REPS</p> <p>These are for active insurance companies which write mine subsidence insurance coverage and the dollar amount of the insurance written each quarter. These agreements are valid until the company no longer writes mine subsidence policies or until the legislature repeals state statutes providing for such insurance and this program function within the Indiana Department of Insurance. Arranged alphabetically by the insurance company name. Retention partially based on IC 34-4-16-1.1, (1997 Supplement)</p>	DESTROY ten (10) years after the insurance company no longer writes mine subsidence insurance.