



---

---

**Rules of**  
**Department of Insurance,**  
**Financial Institutions and**  
**Professional Registration**  
**Division 100—Insurer Conduct**  
**Chapter 4—General**

<b>Title</b>	<b>Page</b>
<b>20 CSR 100-4.010</b> Definitions (Rescinded July 30, 2019).....	3
<b>20 CSR 100-4.020</b> Adopting NAIC Handbooks and Standards (Rescinded July 30, 2019) .....	3
<b>20 CSR 100-4.030</b> Forms (Rescinded July 30, 2019).....	3
<b>20 CSR 100-4.100</b> Required Response to Inquiries by the Consumer Affairs Division.....	3



**Title 20—DEPARTMENT OF  
INSURANCE, FINANCIAL  
INSTITUTIONS AND  
PROFESSIONAL REGISTRATION  
Division 100—Insurer Conduct  
Chapter 4—General**

**20 CSR 100-4.010 Definitions**  
(Rescinded July 30, 2019)

*AUTHORITY: section 374.045, RSMo 2000. Original rule filed Nov. 1, 2007, effective July 30, 2008. Rescinded: Filed Dec. 13, 2018, effective July 30, 2019.*

**20 CSR 100-4.020 Adopting NAIC Handbooks and Standards**  
(Rescinded July 30, 2019)

*AUTHORITY: section 374.045, RSMo 2000. Original rule filed Nov. 1, 2007, effective July 30, 2008. Rescinded: Filed Dec. 13, 2018, effective July 30, 2019.*

**20 CSR 100-4.030 Forms**  
(Rescinded July 30, 2019)

*AUTHORITY: section 374.045, RSMo 2000. Original rule filed Nov. 1, 2007, effective July 30, 2008. Rescinded: Filed Dec. 13, 2018, effective July 30, 2019.*

**20 CSR 100-4.100 Required Response to Inquiries by the Consumer Affairs Division**

*PURPOSE: This rule sets forth with greater specificity the statutory requirements for responding to inquiries from the Division of Consumer Affairs, required of all persons in this state, pursuant to sections 354.190, 354.465, 354.717, 374.085, 374.110, 374.190, 375.938, 375.1009, 376.1375 and 384.015, RSMo.*

(1) As used in this rule, “division” means the Consumer Affairs Division.

(2) Except as required under subsection (2)(B)—

(A) Upon receipt of any inquiry from the division, every person shall mail to the division an adequate response to the inquiry within twenty (20) days from the date the division mails the inquiry. An envelope’s postmark shall determine the date of mailing. When the requested response is not produced by the person within twenty (20) days, this nonproduction shall be deemed a violation of this rule, unless the person can demonstrate

that there is reasonable justification for that delay.

(B) This rule shall not apply to any other statute or regulation which requires a different time period for a person to respond to an inquiry by the department. If another statute or regulation requires a shorter response time, the shorter response time shall be met. This regulation operates only in the absence of any other applicable laws.

(3) Computation of Time. In computing the period of time prescribed by this regulation, the day the inquiry is mailed is not to be included. The following day begins the period of computation. Each consecutive calendar day is counted. The last day of the period so computed is to be included, unless it is a Saturday, Sunday, or legal holiday, in which event the period runs until the end of the next day which is neither a Saturday, Sunday nor a legal holiday.

*AUTHORITY: section 374.045, RSMo 2000.\* Original rule filed Oct. 1, 1996, effective June 30, 1997. Amended: Filed Nov. 3, 1997, effective June 30, 1998. Amended: Filed Nov. 1, 2007, effective July 30, 2008.*

*\*Original authority: 374.045, RSMo 1967, amended 1993, 1995.*