



**Agency Records Disposition Schedule**

Department: Department of Commerce & Insurance

Section:

Division: Insurance Consumer Affairs

Sub-Section:

**TITLE:** Complaints and Reports of Investigations -- All Other Cases

**CUTOFF:** Closure of Complaint/Investigation

**DESCRIPTION:** Documents relevant to complaints and investigations of insurance companies' alleged violations of federal or state licensing laws, the Unfair Trade Practices Act, or any statutory or regulatory violations not involving fraud. Records include, but are not limited to, Consumer Services (CS) 1 and 2 letters, complaint forms, document request lists, police reports, medical records, and sworn statements. Records created per 374.085 RSMo and maintained per 374.070-71 RSMo.

**RETENTION:** Years: 5 Months: 0 Days: 0

**NOTES:**

**DISPOSITION ACTION:** HIPAA-Compliant Destruction

**SERIES:** 22683

**SERIES STATUS:** Approved

**APPROVAL DATE:**

6/28/2023

**TITLE:** Complaints and Reports of Investigations -- Fraud Cases

**CUTOFF:** Closure of Complaint/Investigation

**DESCRIPTION:** Documents relevant to fraud-related complaints and investigations of insurance companies. Records include, but are not limited to, letters sent to consumers and companies regarding status of complaints, Consumer Services (CS) 1 and 2 letters, complaint forms, document request lists, police reports, medical records, and sworn statements. Records created per 374.085 RSMo and maintained per 374.070-71 RSMo.

**RETENTION:** Years: 10 Months: 0 Days: 0

**NOTES:**

**DISPOSITION ACTION:** HIPAA-Compliant Destruction

**SERIES:** 22682

**SERIES STATUS:** Approved

**APPROVAL DATE:**

6/28/2023



**Agency Records Disposition Schedule**

Department: Department of Commerce & Insurance

Section:

Division: Insurance Consumer Affairs

Sub-Section:

**TITLE:** Special Investigations of Producers

**CUTOFF:** Closure of Investigation

**DESCRIPTION:** Documents relevant to investigations of licensure applicants and licensees for alleged violations of federal or state licensing laws or the Unfair Trade Practices Act, fraud, or any other statutory or regulatory violations. Records include, but are not limited to, information from the Agent Investigations Section, complaint forms, and license application data. Records created per 374.085 RSMo and maintained per 374.070-71 RSMo.

**RETENTION:** Years: 10 Months: 0 Days: 0

**NOTES:**

**DISPOSITION ACTION:** Destroy

**SERIES:** 22684

**SERIES STATUS:** Approved

**APPROVAL DATE:**

6/28/2023