

**DEPARTMENT OF GENERAL SERVICES  
RECORDS MANAGEMENT DIVISION  
RECORDS RETENTION AND DISPOSAL SCHEDULE**

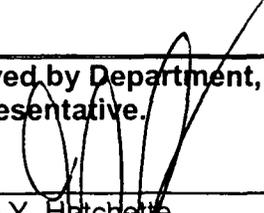
Schedule No. 2121

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**Agency**  
Maryland Insurance Administration

**Division / Unit**  
Complaint and Investigation Section

Item No.	Description Complaint And Investigation Section	Retention
1.	<u>Complaint and Investigation Files P/C:</u> Investigation records and reports on insurance companys, agents and brokers pursuant to complaints made to the Division. Files contain a complaint form giving the origin and nature of the complaint. Other papers and reports may be included as well as correspondence relating to the complaint.	Retain in office for 1 year after closure, transfer to State Records Center for 2 years, and then destroy.
2.	<u>Real Reasons Files:</u> Notification to the Insurance Commissioner as to the reasons why certain actions were taken.	Retain in office for 1 year after closure, transfer to State Records Center for 2 years, and then destroy.
3.	<u>Phone, Fax, Walk-In Logs</u> Any Telephone, Fax, and Walk-In Logs relating to the complaint section.	Retain in office for 1 year after closure, transfer to State Records Center for 2 years, and then destroy.
4.	<u>Complaint and Investigation Files L/H</u> Investigation records and reports on insurance companys, agents and brokers pursuant to complaints made to the Division. Files contain a complaint form giving the origin and nature of the complaint. Other papers and reports may be included as well as correspondence relating to the complaint.	Retain in office for 1 year after closure, transfer to State Records Center for 2 years, and then destroy.
5.	<u>VIP Files Maintained by Director of Consumer Resources/Complaints</u> Investigation records and reports on insurance companys, agents and brokers pursuant to complaints made to the Division. Files contain a complaint form giving the origin and nature of the complaint. Other papers and reports may be included as well as correspondence relating to the complaint.	Retain in office for 1 year after closure, transfer to State Records Center for 2 years, and then destroy.
6.	<u>Survey for L/H and P/C</u> Contains a survey for L/H and P/C regarding the service provided by the complaint section.	Retain in office for 1 year after closure, transfer to State Records Center for 2 years, and then destroy.
7	<u>Miscellaneous</u> Includes general correspondence relating to the complaint section.	Retain in office for 1 year after closure, transfer to State Records Center for 2 years, and then destroy.

**Schedule Approved by Department, Agency, Or Division Representative.**  
Date: 6/20/2001  
Signature:   
Typed Name: Joy Y. Hatchette  
Title: Associate Commissioner, Complaint Section

**Schedule Authorized by State Archivist**  
Date: JUL 19 2001  
Signature: 