

DEPARTMENT OF INSURANCE
COMPANY SERVICES GROUP
ACTUARIAL SERVICES DIVISION

Program Records Retention and Disposition Schedule

The Program Records Retention and Disposition Schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provisions of Chapters 121 and 132 of the General Statutes of North Carolina, it is agreed that the records of the

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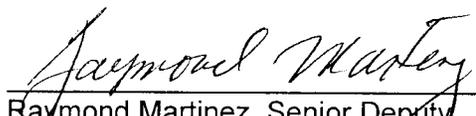
do not and will not have further official use or value for administrative, research, or reference purposes after the respective retention periods specified herein. The N.C. Department of Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. However, records subject to audit or those legally required for ongoing official proceedings must be retained until released from such audits or official proceedings, notwithstanding the instructions of this schedule. **Public records including electronic records not listed in this schedule or in the *General Schedule for State Agency Records* are not authorized to be destroyed. The**

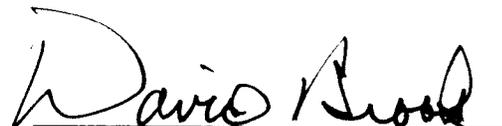
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agrees to destroy, transfer or dispose of records in the manner and at the times specified herein. This schedule is to remain in effect until superseded.

APPROVAL RECOMMENDED


Angie Brogden, Chief Records Officer
Department of Insurance


Raymond Martinez, Senior Deputy
Commissioner
Company Services Group


David Brook, Director
Division of Historical Resources

APPROVED


James E. Long, Commissioner
Department of Insurance


Lisbeth C. Evans, Secretary
Department of Cultural Resources

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ITEM 48072. Property and Casualty, Life and Health, and Self-Insured Workers

Compensation Fund File. Records in paper and electronic formats concerning the filings of rates, rate revisions, rules, policy forms, loss costs from property and casualty insurers, life and health insurers, or self-insured workers compensation funds. File also includes inventory lists of filed records.

DISPOSITION INSTRUCTIONS: Update electronic records of file inventory lists routinely. Destroy electronic records of file inventory lists after 4 years from date of records. Destroy in office remaining paper and electronic records after 3 years.

ITEM 48073. North Carolina Rate Bureau File. Records in paper and electronic formats concerning North Carolina Rate Bureau (NCRB) filings and hearings. Records include requests to assist independent consultants and special studies performed in connection with NCRB filings and hearings.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 10 years if no litigation, claim, audit, or other official action involving the records has been initiated. If official action has been initiated, destroy in office after completion of action and resolution of issues involved.

ITEM 48074. Legislative File. Records in paper and electronic formats include requests for actuarial analysis or comments, from the General Assembly or other sources on proposed legislation; or requests relating to current legislation or regulations.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 5 years.

ITEM 48075. Consumer Complaints File. Records include consumer complaints for life, health, pension, auto, homeowners, and other insurance lines of business.

DISPOSITION INSTRUCTIONS: Destroy in office 1 year after settlement of complaint if no litigation, claim, audit, or other official action involving the records has been initiated. If official action has been initiated, destroy in office after completion of action and resolution of issues involved.

ITEM 48076. Credit Insurance Study and Survey File. Records in paper and electronic formats concerning studies and surveys on credit, life, accident and health, disability insurance, and credit property insurance. File includes studies, surveys, data, and insurance company directors or official's attestation.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 3 years.

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ITEM 48077. Miscellaneous Study and Survey File. Records in paper and electronic formats concerning studies and surveys of the insurance industry or a particular insurer, or of other regulators on life, health, pension, or property or casualty issues. Records may refer to Blue Cross Blue Shield, health maintenance organizations, preferred provider organizations, or the annual review of domestic life and health insurers. Records include inter-departmental requests not specifically referred to elsewhere, such as the Health Maintenance Organization (HMO) Cost and Utilization study.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 3 years.

ITEM 48078. Professional Liability Reports File. Records in paper and electronic formats include professional liability reports, correspondence about reports, and a medical malpractice database. File may include data and insurance company directors or officer's attestation.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records for medical malpractice records after 10 years. Destroy in office all other paper and electronic records after 3 years.

ITEM 24809. Admissions File. Records in paper and electronic formats include requests for certificates of authority from applicants seeking to become a new domestic (in-state) insurance company or health maintenance organization.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 3 years.

ITEM 48079. Financial Analysis Issues File. Records in paper and electronic formats include interdepartmental requests on financial analysis issues, specifically the review of reserve opinions on insurance companies or on workers compensation self-insured funds, and the "Regulatory Asset Adequacy Issues Summary" on life and health insurers.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 3 years.

ITEM 48080. State Property Fire Fund File. Records in paper and electronic formats concerning the review of rate adequacy in the State Property Fire Fund.

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 5 years.

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ITEM 48081. Statistical Filings File. Records in paper and electronic formats include statistical filings from statistical agents such as Insurance Services Office (ISO), Property Casualty Insurers Association of America (PCI), and National Insurance Statistical Service (NISS).

DISPOSITION INSTRUCTIONS: Destroy in office after 10 years if no litigation, claim, audit, or other official action involving the records has been initiated. If official action has been initiated, destroy in office after completion of action and resolution of issues involved.

ITEM 21809. Data Requests and Studies File. Information collected by the division and studies conducted by the division on various topics.

DISPOSITION INSTRUCTIONS: Item discontinued. Function and records transferred to Credit Insurance Study and Survey File (Item 48076), Miscellaneous Study and Survey File (Item 48077), or Financial Analysis Issues File (Item 48079).

ITEM 21812. Life, Accident, and Health Rate Revisions File. Records concerning individual accident and health rate revisions.

DISPOSITION INSTRUCTIONS: Item discontinued. Function and records transferred to Property and Casualty, Life and Health, and Self-Insured Workers Compensation Fund File (Item 48072).

ITEM 21813. North Carolina Miscellaneous Property-Casualty Insurance File. Records concerning miscellaneous property-casualty insurance issues in North Carolina in which the division is involved. File includes various insurance analyses reports, proposed insurance legislation, Department of Insurance policies and procedures, and other related records.

DISPOSITION INSTRUCTIONS: Item discontinued. Function and records transferred to Legislative File (Item 48074).

ITEM 21816. Property-Casualty Rate, Form, and Rule File. Records concerning specific instances involving property-casualty insurance in which the division is asked to provide technical advice. File includes correspondence, analytical reports, reference copies of hearing records, and other related information. (Most are reference copies; the original records are maintained by the Property and Casualty Division.)

DISPOSITION INSTRUCTIONS: Item discontinued. Function and records transferred either to the Property and Casualty, Life and Health, and Self- Insured Workers Compensation Fund File (Item 48072) or the North Carolina Rate Bureau File (Item 48073).

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ITEM 24031. Professional Liability Reports File. Reports concerning professional liability claims submitted annually by property-casualty insurance companies.

DISPOSITION INSTRUCTIONS: Item discontinued. Function and records transferred to Professional Liability Reports File (Item 48078).

ITEM 24032. Professional Liability Reports Correspondence File. Correspondence concerning professional liability claims reports submitted by property-casualty insurance companies.

DISPOSITION INSTRUCTIONS: Item discontinued. Function and records transferred to Professional Liability Reports File (Item 48078).

ITEM 24033. Data Requests/Studies Correspondence File. Correspondence concerning information collected by the division and studies conducted by the division.

DISPOSITION INSTRUCTIONS: Item discontinued. Function and records transferred either to the Consumer Complaints File (Item 48075) or the Miscellaneous Study and Survey File (Item 48077).

ITEM 48098. Reference or Library File. Records include resources for reference or library purposes. File includes studies by consumer-oriented or industry-oriented trade groups, studies by actuarial organizations, periodicals relating to the insurance industry, reports by other state or federal government agencies, and publications or reference material from the National Association of Insurance Commissioners (NAIC).

DISPOSITION INSTRUCTIONS: Destroy periodicals in office after 2 years. Destroy all other records in office after 10 years.

ITEM 48099. Administrative File. Records concerning daily operations of the office.

DISPOSITION INSTRUCTIONS: Destroy in office after 2 years.