

DEPARTMENT OF INSURANCE  
OMBUDSMAN SERVICES GROUP  
SENIOR DEPUTY COMMISSIONER

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.

The Department of Insurance and the Department of Cultural Resources agree that certain records series have minimal administrative, reference, or historical value. When the custodian of any official State records certifies to the Department of Cultural Resources that such records have no further use or value for official and administrative business and when the Department certifies that such records appear to have no further use or value for research or reference, then such records may be destroyed or otherwise disposed of by the agency having custody of them. As part of its program operations the Department of Insurance agrees to establish and enforce internal policies. The policy will specify how long those records must be retained and when they must be destroyed.

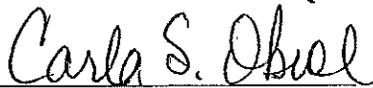
E-mail messages sent or received by Executive Branch agencies shall be retained for 10 years pursuant to Executive Order No. 18 (issued July 7, 2009 by Governor Beverly Perdue) and as set forth in G1 of the General Schedule for State Agency Records. Any E-mail messages requiring retention longer than 10 years, including those with permanent historical value, shall be designated with specific retention periods in this program records 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

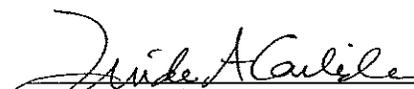
  
Angie Brogden, Chief Records Officer  
Department of Insurance

  
Carla S. Obiol, Senior Deputy Commissioner  
Ombudsman Services Group  
Department of Insurance

  
David Brook, Director  
Division of Historical Resources

APPROVED

  
Wayne Goodwin, Commissioner and  
State Fire Marshal  
Department of Insurance

  
Linda A. Carlisle, Secretary  
Department of Cultural Resources

January 27, 2012

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**DEPARTMENT OF INSURANCE  
OMBUDSMAN SERVICES GROUP  
SENIOR DEPUTY COMMISSIONER**

**ITEM 49926. SENIOR DEPUTY COMMISSIONER'S CORRESPONDENCE.**

Records in paper and electronic formats, including email, sent and received by the office. File may include memoranda, and correspondence received from and sent to agency staff, the general public, and other state and federal agencies concerning the administration and management of the section. (Comply with applicable provisions of G.S. 58-56-51(b), G.S. 58-2-132(f) regarding confidentiality of trade secrets and insurance examinations.)

**DISPOSITION INSTRUCTIONS:** Retention of the electronic version of e-mail records in this series is governed by G1 of the General Schedule for State Agency Records, which requires that e-mail be retained for 10 years pursuant to Executive Order No. 18 issued July 7, 2009 by Governor Beverly Perdue. Transfer remaining paper and electronic records, including e-mail, after 5 years to the State Records Center for immediate transfer to the custody of the Archives. Contact the Electronic Records Branch prior to the transfer of electronic records.

**ITEM 49927. BOARDS, COMMISSIONS AND ASSOCIATIONS FILE.**

Records in paper and electronic formats, including e-mail, concerning working groups, committees, and task forces of which the Senior Deputy Commissioner is an active member and/or interested party representing the agency. File includes correspondence, conferences, meeting notes, reports, working papers and workshop conducted by or attended.

**DISPOSITION INSTRUCTIONS:** Retention of the electronic version of e-mail records in this series is governed by G1 of the General Schedule for State Agency Records, which requires that e-mail be retained for 10 years pursuant to Executive Order No. 18 issued July 7, 2009 by Governor Beverly Perdue. Transfer remaining paper and electronic records, including e-mail, after 10 years to the State Records Center for immediate transfer to the custody of the Archives. Contact the Electronic Records Branch prior to the transfer of electronic records.