DEPARTMENT OF INSURANCE
PUBLIC SERVICES GROUP
ADMINISTRATION

RECORDS RETENTION AND DISPOSITION SCHEDULE

The 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

ADMINISTRATION

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 machine readable records not listed in this schedule are not authorized to be destroyed.** The

ADMINISTRATION

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 This schedule is to remain in effect until superseded.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

Wendy Holland

Wendy Holland, Chief Records Officer
Department of Insurance

Angela C. Ford

Angela Ford, Senior Deputy Commissioner
Public Services Group

Jeffrey J. Crow

Jeffrey J. Crow, Director
Division of Archives and History

APPROVED

James E. Long

James E. Long, Commissioner
Department of Insurance

Betty Ray McCain

Betty Ray McCain, Secretary
Department of Cultural Resources

August 4, 2000

This schedule was modified to comply with the provisions of the *General Schedule for State Agency Records*, effective October 1, 2000
Remaining items retain the original date shown below.

LLBH

DEPARTMENT OF INSURANCE

PROGRAM RECORDS RETENTION AND DISPOSITION SCHEDULE

ORGANIZATIONAL NAME CHANGE

An organizational name change to this Program Records Retention and Disposition Schedule is hereby approved. The Program Records Retention and Disposition Schedule reflects the following organizational changes:

1. **Administrative Services *to* Administration**
2. **Office of the Commissioner *to* Administration**
3. **Ombudsman Services Group *to* Consumer Assistance Group**
4. **Public Services Group *to* Producers, Fraud and Products Group**
5. **Public Services Group, Administration *to* Producers, Fraud and Products Group, Senior Deputy Commissioner**
6. **Technical Services Group, Life and Health Division *to* Producers, Fraud and Products Group, Life and Health Division**
7. **Technical Services Group, Property and Casualty *to* Producers, Fraud and Products Group, Property and Casualty**
8. **Technical Services Group, Market Regulations Division *to* Company Services Group, Market Regulations Division**

No new items have been added, no items have been deleted, and no changes have been made to any existing series descriptions or disposition instructions in the most recent versions of the listed schedules. 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

Department of Insurance

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 Natural and Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. The agency agrees to comply with 07 NCAC 04M .0510 when deciding on a method of destruction. Confidential records will be destroyed in such a manner that the records cannot be practicably read or reconstructed. 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 Natural and Cultural Resources agree that certain records series possess only brief administrative, fiscal, legal, research, and reference value. These records series have been designated by retention periods which allow them to be destroyed when *"administrative/reference value ends."* The Department of Insurance hereby agrees that it will establish and enforce internal policies setting minimum retention periods for records with this disposition instruction. Without the establishment of internal policies, the agency is not authorized by the Department of Natural and Cultural Resources to destroy these records. For those record series scheduled to be microfilmed, the Department of Insurance will be responsible for cost of microfilm production.

The Department of Insurance and the Department of Natural and Cultural Resources concur that the long-term and/or permanent preservation of electronic records require additional commitment and active management by the agency. The Department of Insurance agrees to comply with all policies, standards, and best practices published by the Department of Natural and Cultural Resources regarding the creation and management of electronic records.

E-mail messages sent or received by Executive Branch agencies shall be retained for 5 years pursuant to Executive Order No. 12 (issued May 21, 2013 by Governor Pat McCrory). Any e-mail messages requiring retention longer than 5 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.

November 9, 2015 Rashida Felder

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

APPROVAL RECOMMENDED

Angie Brogden
Chief Records Officer

Sarah E. Koonts, Director
Division of Archives and Records

APPROVED

Wayne Goodwin, Commissioner
Department of Insurance

Susan W. Kluttz, Secretary
Department of Natural and Cultural Resources

DEPARTMENT OF INSURANCE
PRODUCERS, FRAUD AND PRODUCTS GROUP
SENIOR DEPUTY COMMISSIONER

ITEM 11650. LEGISLATIVE RECORDS FILE

Reference copies of records concerning proposed and ratified legislation.

DISPOSITION INSTRUCTIONS: Destroy in office when administrative value ends.

ITEM 11651. PUBLIC INFORMATION RECORDS FILE

Official and reference copies of publications, newsclippings, speeches, newsletters, and mailing list.

DISPOSITION INSTRUCTIONS: Function and records transferred to Administration, Media Relations.