**Section 926.20 Purpose and Scope**

a) The purpose of this Part is to establish guidelines for the handling of complaints received by the Department of Insurance against insurers, insurance producers or any other entity or individual licensed, registered, certified, or granted a Certificate of Authority as described in this Section. This Part also sets forth minimum complaint recordkeeping requirements.

b) This Part applies to any insurance company licensed to do business in this State that is transacting the kind or kinds of business described as Class 1, Class 2, or Class 3 in Section 4 of the Code. This Part also applies to any entity or individual that the Director of Insurance licenses, registers or grants a Certificate of Authority under Chapter 215 of the Illinois Compiled Statutes.

(Source: Amended at 47 Ill. Reg. 2294, effective February 1, 2023)