**Section 926.50 Maintenance of Complaint Records**

Insurance companies to which this Part applies shall maintain records containing the minimum information as outlined in Exhibit A and as defined in Exhibit B of this Part. The complaint record shall be kept on a calendar year basis and shall be maintained for 7 years after the complaint has been closed, and shall apply to complaints received from the Department, as well as those received directly from the consumer by the company.

(Source: Amended at 23 Ill. Reg. 5695, effective May 3, 1999)