**Section 4515.130 Regulatory Examinations**

a) The Director may examine any applicant for or holder of a Navigator, In-person Counselor or Certified Application Counselor certificate or Navigator or In-Person Counselor entity certificate.

b) All Navigators, In-Person Counselors or Certified Application Counselors being examined must provide to the Director convenient and free access, at all reasonable hours, at their offices, and/or comply with any requests, to all books, records, documents and other papers relating to the persons' navigator business affairs. The Navigator, In-Person Counselor or Certified Application Counselor and employees must facilitate and aid the Director in the examinations, as much as it is in their power to do so.

c) The Director may designate an examiner or examiners to conduct any examination under this Section. The Director or his or her designee may administer oaths and examine under oath any individual relative to the business of the person being examined.

d) The examiners designated by the Director under this Section may make reports to the Director. A report alleging substantive violations of Illinois insurance laws, this Part or any rules prescribed by the Director must be in writing and be based upon facts ascertained from the books, records, documents, papers, and other evidence obtained by the examiners or from sworn or affirmed testimony of or written affidavits from the Navigator, In-Person Counselor or Certified Application Counselor employees or other individuals, as given to the examiners. The report of an examination must be verified by the examiners.