**Section 8100.1200 Consumer Complaints**

Each company shall maintain for review by the Division:

a) A file or consumer complaint register containing each written complaint received from any person or party regarding property located in this State other than matters for which a separate claim file has been opened, together with the response to or resolution of the complaint.

b) The files must be maintained during each audit period and will be reviewed by and released by the Division's examiner at the time of annual audit. The completion of the audit without limitation to the contrary shall constitute release and permit the company to dispose of complaints responded to or otherwise resolved.

(Source: Amended at 34 Ill. Reg. 852, effective December 29, 2009)