

**304.2-160 Complaints. (Effective until July 15, 2026)**

Each written and signed complaint received by the Department of Insurance shall be recorded by the department, including the subsequent disposition thereof, and maintained for a period of not less than five (5) years. The records of such complaints shall be indexed whenever applicable both by the name of the insurer and by the name of the licensee, including agent, surplus lines broker, adjuster, administrator, reinsurance intermediary broker or manager, rental vehicle agent or managing employee, specialty credit producer or managing employee, life settlement broker or provider, or consultant involved. The commissioner shall consider such complaints before issuing or renewing any certificate of authority or license.

**Effective:** July 15, 2010

**History:** Amended 2010 Ky. Acts ch. 24, sec. 931, effective July 15, 2010. -- Amended 2008 Ky. Acts ch. 32, sec. 11, effective July 15, 2008. -- Amended 2002 Ky. Acts ch. 273, sec. 1, effective July 15, 2002. -- Created 1970 Ky. Acts ch. 301, subtit. 2, sec. 16, effective June 18, 1970.