

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

- (1) As used in this section, "licensee" means an individual or entity that holds a license issued by the commissioner or department.
- (2) Each written and signed complaint received by the department shall be recorded by the department, including the subsequent disposition thereof, and maintained for a period of not less than five (5) years.
- (3) The records of complaints received by the department shall be indexed whenever applicable both by the name of the insurer and by the name of the licensee involved.
- (4) The commissioner shall consider complaints received by the department before issuing or renewing any certificate of authority or license.

Effective: July 15, 2026

History: Amended 2026 Ky. Acts ch. 45, sec. 3, effective July 15, 2026. -- 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.