

WAC 480-15-830 Complaint and claim records retention. Carriers must keep all records and papers relating to complaints or claims for three years after the date the complaint or claim is resolved. Carriers must include, at a minimum, the following information in a claim or complaint file:

- (1) The date the claim or complaint was received.
- (2) The name, address and telephone number of the customer.
- (3) Detailed information about the dispute.
- (4) Details of any action the carrier has taken in response to the claim or complaint.
- (5) The date the claim or complaint was resolved and a description of the final resolution.

[Statutory Authority: RCW 80.01.040, 80.04.160, 81.04.250, 81.28.040, 81.80.120, 81.80.130 and 81.80.290. WSR 08-02-049 (Docket TV-070466, General Order R-547), § 480-15-830, filed 12/27/07, effective 1/27/08. Statutory Authority: RCW 81.04.160 and 80.01.040. WSR 99-01-077 (Order R-454, Docket No. TV-971477), § 480-15-830, filed 12/15/98, effective 1/15/99.]