



**OFFICE OF THE INSURANCE COMMISSIONER  
STATEMENT OF POLICY AND PROCEDURE UNDER  
THE DELAWARE FREEDOM OF INFORMATION ACT  
FOR CHARGING THE COSTS OF COPYING DOCUMENTS**

Pursuant to 29 Del. C. §10003(b), the Office of the Delaware Department of Insurance and the Insurance Commissioner (“DOI”) establishes the following rules regarding (i) inspection of “public records” (within the meaning of 29 Del. C. §10002(d)) of which DOI is the custodian, and (ii) the fees charged for the copying of such public records:

1. A request to inspect public records shall be made in writing on a form prescribed by DOI (a “FOIA Request”), addressed to: Regulatory Specialist, Delaware Department of Insurance, 841 Silver Lake Blvd., Dover, DE, 19904.
2. DOI shall respond, in writing, within ten days of the receipt of a FOIA Request. Such response shall specify the name and telephone number of a contact person with respect to the FOIA Request and shall state whether DOI will permit inspection of the public records or, if it does not permit such inspection, stating the reason or reasons for such refusal.
3. After receiving the response of DOI to a FOIA Request, the requesting party shall contact the person specified in the written response thereto to schedule a mutually convenient date, time, and place for the inspection of the public records.
4. If the public records are stored electronically or maintained in voluminous paper records, DOI may require that the person making the request appear in person at the offices of DOI to examine, sort, or photocopy records.
5. The charge for photocopying public records shall be Twenty-five Cents (\$0.25) per page with a Five Dollar minimum. If the public records are not extensive (i.e., 20 pages or less), they can be copied and mailed by DOI to the requesting person upon payment of the costs of such copying. Payment shall be made by check or money order only, and payment in full shall be tendered, before copied documents are released or mailed to the requesting person by DOI.

THIS STATEMENT OF POLICY AND PROCEDURE UNDER THE DELAWARE FREEDOM OF INFORMATION ACT is hereby adopted on this 5<sup>th</sup> day of March, 2009.

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Karen Weldin Stewart, CIR-ML  
Insurance Commissioner

