



The Office of the Commissioner of Insurance (OCI) regulates the insurance industry in Wisconsin. The office examines insurance industry financial and market conduct practices, licenses agents, reviews policy forms for compliance with state statutes and rules, investigates consumer complaints, and provides consumer information.

Hours

Public records access hours for on-site inspection of records are Monday, Tuesday, and Thursday, from 7:45 a.m. – 11:30 a.m., 12:30 p.m. – 3:45 p.m. For computer use an appointment is necessary due to limited computer resources. It is always advisable to make an appointment by email or telephone as many records can be provided electronically and staff can best prepare to meet your needs or assist in resolving your need.

Costs

Paper records located at OCI can be copied for \$.15/page. Digital records can be printed or put on other media for transport. All fees are listed on a separate fee table (pertinent excerpts set forth below). OCI fee information is available at oci.wi.gov/Pages/AboutOCI/Fees.aspx.

Locations

GEF 3, second floor, see the receptionist and ask for the records coordinator. Some records are kept at the State Records Center. There are fees associated with retrieval (see table). There is a one- to three-day waiting period while the files are being retrieved and delivered to OCI.

Many common records are available via the agency website at oci.wi.gov.

Copies of records can be mailed and an invoice will be included. If you pick up records at OCI, please be prepared to pay in cash with the correct change or check. If you are not already in the invoicing system, please make sure to fill out form oci.wi.gov/Documents/OCIFORMS/14-026fillable.pdf or bring a business card that identifies you with information regarding where the invoice should be sent.

State Public Offices

The following positions at OCI are “state public offices” for the purposes of the public records law: the Insurance Commissioner, the Deputy Commissioner, and all Division Administrators.

Contact

OCI is located in GEF 3 on the second floor. The street address is 125 South Webster Street, Madison, Wisconsin 53703-3474. We can be reached at (608) 264-8110 or ocirecords@wisconsin.gov.

Records (Central Files) - File Retrieval from State Records Center	\$2.50/file
Records (Central Files) - Record Box Retrieval from State Records	\$3.05/box

<p>Records (Central Files) - Records Research and Copying s. 19.35 (3), Wis. Stat.</p>	<p>\$0.15/printed page; \$0.07/scanned page Any hourly charge imposed for staff time necessary to locate records will be billed at the hourly rate of salary and benefits for the lowest paid employee capable of performing the task (capped at \$30 per hour) and will not be billed unless the total cost of locating records is \$50 or more. The agency will not charge for the cost of reviewing records for possible redaction or removal of confidential information, in compliance with the Wisconsin Supreme Court's ruling in <i>Milwaukee Journal Sentinel v. City of Milwaukee</i>, 2012 WI 65, 341 Wis. 2d 607. \$0.14/CD, reproduction costs will not be charged on a per-page basis if the agency provides electronic copies of records that already existed in electronic format.</p>
<p>Mailing Fees s. 19.35 (3), Wis. Stat.</p>	<p>Up to \$5.00 in copy fees, \$1.25 More than \$5.00 in copy fees, covered by copy costs Minimum mail order request is \$2.25</p>
<p>Records - Certifying a copy of an Annual Statement s. 601.31 (1) (y) 1., Wis. Stat.</p>	<p>\$10 per document</p>