



Access to Public Records

Many records are available on OCI's website. Use the search tool at oci.wi.gov for specific common records.

Frequently Asked Questions

How do I submit a public records request?

You may submit a public records request via:

- Email: ocirecords@wisconsin.gov
- Phone: (608) 266-3585
- In Person:
 - Office of the Commissioner of Insurance
125 South Webster Street, 2nd Floor (GEF 3)
Madison, WI 53703-3474
 - OCI is located on the 2nd floor of the GEF 3 building.
 - **Public records access hours for on-site inspection of records are Monday through Friday, 7:45 a.m. – 4:30 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.

How may I obtain requested records?

You may obtain records electronically, by mail, or in person.

Is there a fee associated? If so, how much?

Depending on the records requested, means of locating requested records, and how they are delivered, there may or may not be a fee associated. Those circumstances are outlined below.

OCI endeavors to provide electronic copies of records without fee, via email. However, in rare instances, specialized skills, equipment, or technology may be required and may result in copy costs. In such instances, OCI will inform the requestor of the anticipated cost in advance.

There may be a **location** fee:

- OCI will only impose a location fee if the cost of location alone is more than \$50. This calculation includes searching for and identifying responsive records but does not include redaction.
- An hourly charge may be imposed for staff time necessary to locate records.
 - The hourly charge is \$14.54, based on the hourly rate and benefits of the lowest paid employee capable of performing the task.
 - In rare circumstances, an employee with special skills may be necessary to conduct a search, and a higher hourly rate may be assessed.

For **electronic copies** (email, PDF files, DVDs, flash drives, other electronic formats):

- OCI may recover the cost of physical medium used to provide electronic records:

DVD	Flash Drive
\$.013 each	8 GB: \$5.02 16 GB: \$6.53 32 GB: \$10.08 64 GB: \$18.52 128 GB: \$32.21 500 GB: \$53.81 1 TB: \$60.14 2 TB: \$74.83

For **hard copies** (paper records provided by copying a paper record or printing an electronic record):

- \$.0135 per page (black and white)
- \$.0632 per page (color)
- In rare instances specialized skills, equipment, or technology may result in additional copy costs.

For **mailing records**:

- OCI may charge the actual, necessary, and direct costs for the mailing of records.

Are all records kept at OCI?

No, depending on the request, we may need to retrieve records from the State Records Center (doa.wi.gov/Pages/StateEmployees/StateRecordsCenter.aspx). Retrieval fees may be assessed if it is necessary to obtain records from the State Records Center.

- File Retrieval: \$4.03 per file
- Record Box Retrieval: \$4.91 per box

Note: these fees are based on the rates charged by the State Records Center and may be subject to change. **There is a 1- to 3-day waiting period** while the files are retrieved and delivered to OCI.

Is prepayment necessary?

OCI may require prepayment of any fee imposed **if the total exceeds \$5.**

Can you tell me about Certified Copies of Records?

Pursuant to s. 601.31 (1) (y) (1), Wis. Stat., OCI requires payment of **\$10** for certifying a copy of any of the following records. **Note:** each duplicate certification requested at the same time is charged an additional \$5.

- Annual Statement
- Examination Report
- Certificate of Authority
- Articles or bylaws
- Any amendments to the above documents

General OCI Publications

OCI publications are free of charge and can be accessed on OCI's Consumer Publication page: oci.wi.gov/Pages/Consumers/ConsumerPublications.aspx.

- For hard copy requests, the first copy is free. All copies requested after will result in a fee between \$0.15 and \$2.00 depending on the publication.
- For bulk requests, email ocipublications@wisconsin.gov.

The Wisconsin Insurance Report can be accessed free of charge on OCI's Wisconsin Insurance Report page: oci.wi.gov/Pages/AboutOCI/WisconsinInsuranceReport.aspx.

- A hard copy may be purchased for a \$20 fee.

Service of Process

For service of process on unlicensed companies a \$10.00 fee applies. View more information here: oci.wi.gov/Pages/Regulation/RegisteredAgentsForInsuranceCompanies.aspx

- s. 601.31 (1) (p), Wis. Stat.
- s. 601.72, Wis. Stat.

State Public Offices

For the purposes of the public records law, the following hold "state public offices" at OCI:

- Insurance Commissioner
- Deputy Commissioner
- Division Administrators