



Kansas Department of Insurance

Commissioner Vicki Schmidt

Policy and Procedure for Obtaining Copies of or Access to Public Records Pursuant to the Kansas Open Records Act (KORA) K.S.A. 45-215 *et seq.*

OFFICE HOURS: 8 A.M. TO 5 P.M., Monday - Friday, except official state holidays. Requests received after 5:00 p.m. are not considered received by the Department until the next business day.

DESIGNATED OPEN RECORDS CUSTODIAN: Steven A. Karrer, General Counsel

GENERAL INFORMATION:

The Kansas Open Records Act ("KORA") grants you the right to inspect and obtain copies of public records created or maintained by public agencies in Kansas and that are not exempt from disclosure. K.S.A. 45-215 *et seq.*

Requests for records not yet in existence or requests to create documents or records will not be honored.

WRITTEN REQUESTS:

Requests are required to be submitted in writing. For the convenience of requestors, the Department maintains our Open Records Center portal at the following website:

[https://insurancekansas.govqa.us/WEBAPP/_rs/\(S\(ncymgzcubkmqyz0odcv4juwr\)\)/suporthome.aspx](https://insurancekansas.govqa.us/WEBAPP/_rs/(S(ncymgzcubkmqyz0odcv4juwr))/suporthome.aspx).

The Open Records Center portal allows requestors to submit records requests, track the status of request(s) and receive records related to requests through a secure access portal.

Alternatively, requests may be submitted using the request form attached to this policy and procedure by following the form's submission instructions.

If you are not able to provide your written request via the Open Records Center portal or the attached form, you may submit a written request to:

Steven A. Karrer, General Counsel
Open Records Custodian
Kansas Department of Insurance
1300 SW Arrowhead Road Topeka, KS 66604
KDOI_KORANotice@ks.gov

RESPONSE TIME:

The Department will act upon requests as soon as possible, with an initial response being made no later than the end of the third business day following the date the request is received. The initial response will provide one of the following: the requested records; an explanation why the record is not available or is closed by law; or, explanation of additional required time or additional required action before a response can be provided. If it appears that additional time will be needed, our initial response will provide an estimated date when a written response will be provided.

FEES:

Staff time will be charged for each person(s) whose time is used to assist and/or respond to a specific request. Charges for staff time shall be based on the employee's salary or hourly wage. K.S.A. 45-219(c)(3).

The Department will provide an estimate of the fees before gathering or processing the records and require prepayment of fees.

While we do our best to provide an accurate estimate of the fee, it is possible that the estimate will be too low or too high. In the case of an overpayment, any additional amounts will be refunded, and if we discover that the estimated fee is too low, we will promptly advise the requester of any correction to the fee.

DELAYED AND/OR DENIED REQUESTS:

All efforts will be made to process your request for public records as soon as it is received; however, some requests may be delayed or denied if:

- More information or clarification of the request is needed in order to search for and retrieve the records;
- Legal issues must be addressed before the records are released;
- The requested records are archived or stored off site;
- The amount of information requested is large and will take time to duplicate; or
- The information is exempt in whole or in part from disclosure pursuant to the Kansas Open Records Act or another State or Federal law.

If your request for public records is delayed or denied, you will receive notification explaining the reasons for the delay or denial.



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Request for Access to Public Records

Please fill out the following form and submit via email to KDOI_KORANotice@ks.gov or send by mail to:

Steven A. Karrer, General Counsel
Open Records Custodian
Kansas Department of Insurance
1300 SW Arrowhead Road
Topeka, KS 66604

Your Information (please note that * denotes a required field):

First Name*:

MI:

Last Name*:

Street Address*:

City*:

State*:

Zip*:

Company or Firm Name:

E-mail:

Phone Number:



Requested Records

Description of the Records Requested (*please be as specific as possible to assist us in locating the records*):

Date Range of Requested Records (*e.g., January 1, 2026, to present*):

Provide any additional information that may assist in locating the records:

Certification of Compliance with K.S.A. 45-220(c) and K.S.A. 45-230

Pursuant to K.S.A. 45-220(c), I hereby certify that I do not intend to, and will not:

- (a) Use any list of names or addresses contained in or derived from the records or information for the purpose of selling or offering for sale any property or service to any person listed or to any person who resides at any address listed; or

- (b) sell, give or otherwise make available to any person any list of names or addresses contained in or derived from the records or information for the purpose of allowing that person to sell or offer for sale any property or service to any person listed or to any person who resides at any address listed.

Name

Company or Organization (if applicable)

Signature

Date