

**761—13.4(17A) Informal settlement.**

**13.4(1)** An informal settlement may be handled by telephone.

**13.4(2)** If an informal settlement cannot be reached within a reasonable period of time, the department will notify the person in writing that there has been a failure to reach an informal settlement, that the department's action or decision is sustained, and that the person may request a contested case hearing.

[ARC 8779C, IAB 1/8/25, effective 2/12/25]