IAC Ch 20, p.1

187—20.10(17A,533A) Complaints and investigations.

20.10(1) The superintendent may, at any time and as often as the superintendent deems necessary, investigate a licensee and examine the licensee's books, accounts, records, and files.

20.10(2) The superintendent may investigate complaints about, or alleged violations by, any licensee.

20.10(3) The following shall constitute a complaint or alleged violation:

- a. A written complaint received from a consumer, member of the public, employee, business affiliate, or governmental agency.
- b. Notice to the superintendent from any source that the licensee has been the subject of disciplinary proceedings in another jurisdiction.
- c. Notice to the superintendent from any source that the licensee has been convicted of forgery, embezzlement, obtaining money under false pretenses, extortion, conspiracy to defraud, or other similar offense, in a court of competent jurisdiction in this state or in any other state, territory, or district of the United States, or in any foreign jurisdiction.

 [ARC 4061C, IAB 10/10/18, effective 11/14/18]