

EXPLANATION OF DIFS COMPLAINTS

On February 4, 2022 DIFS reported that there are 103 formal attendant care complaints and 118 provider complaints. See below:

https://www.michigan.gov/documents/difs/Attendant-Care-Complaint-Report_733547_7.pdf

https://www.michigan.gov/documents/autoinsurance/Provider_Billing_Complaint_Report_747701_7.pdf

However, when we requested to see the complaints through the legal FOIA process, this is the response. (1,365 complaints and to access the contents, we need to fork over \$42,358.00)

See below:

Pursuant to Section 5(1) of the Freedom of Information Act, MCL 15.235(1), the Department of Insurance and Financial Services (DIFS) received your electronically transmitted FOIA request on February 9, 2022, requesting documentation of all complaints received by the Department of Insurance and Financial Services related to auto insurance during the time periods of July 1, 2021, through January 31, 2022.

I am the person designated by the Director of DIFS as the FOIA Coordinator under the Michigan Freedom of Information Act, MCL 15.231 *et seq.* (FOIA). In that capacity, DIFS has assessed the following **estimated** allowable fees and costs to process your request. Effective October 1, 2019, the first three hours of labor are waived.

There are 1,365 auto insurance complaint files for this period. DIFS estimates it will take one (1) hour to review, redact, and finalize each complaint file.

Estimated Labor fees for retrieving the data – General Office Assistant – 1,362 hrs. @ \$/hr. 31.10	42,358.20.02
Estimated copies – (2 sided) @ \$.10/page	\$ 0.00
Estimated mailing costs (email documents)	\$ 0.00
Total Estimated Fees and Costs	42,358.20

The failure to charge for labor fees in this particular instance would result in unreasonably high costs to DIFS because of the number of documents to review.

DIFS requires a deposit of at least 50% of the estimated fees and costs prior to completing the processing of your request. Please send your payment of **\$21,179.10** made payable to the **STATE OF MICHIGAN** to the attention of **Karen Sage, Department of Insurance and Financial Services, P.O. Box 30220, Lansing, MI 48909 or 530 W. Allegan, 7th Floor, Lansing, MI 48933 (for overnight delivery) marked PERSONAL & CONFIDENTIAL.**

As set forth under section 4(14) of the FOIA, MCL 15.234(14), if a fee appeal has not been filed under section 10a of the FOIA, MCL 15.240a, DIFS must receive the required deposit within 45 days after your statutorily-determined receipt of this notice, which is **Monday, March 28, 2022**; otherwise, the FOIA request will be considered abandoned and DIFS will not be required to fulfill the request.

Upon receiving your 50% deposit, DIFS will proceed with processing your request.

Sincerely,
William Peattie FOIA Coordinator