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Consumer Protection Records Retention Schedules

The table below list records retention schedules for the Ohio Attorney General's Office that have been approved by the Department of Administrative Services (DAS), State Archives, and Auditor of State. To view the official agency retention schedules, please go to the Ohio Government Records Database. **Disclaimer:** If you have any issues reading this document, please feel free to Contact Us and we will try to provide an accessible version.

Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Identity Theft Victim Files	066-OAG-41 10551528	The Ohio Attorney General's Office will work with credit reporting agencies on an Ohio victim of identity theft's behalf in order to have credit issues removed from their credit report or provide other non-credit rectifications. Records include, but are not limited to, notorized copy of identity theft affidavit, identity theft notification form, copy of the police report submitted by the victim of identity theft, correspondence, copies of credit reports, and other documentary evidence.	Records may contain social security numbers, drivers license numbers, and other financial information that is confidential per ORC 149.43.		Electronic – Retain 2 years from entry date, provided closed. Paper – Retain 2 years from entry date, provided closed. If scanned and saved electronically, dispose of paper immediately.		Electronic – Delete Paper – Shred	9/20/2023

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Title Defect Rescission Fund – Dealer Bonds	066-OAG-47 10551554	The Ohio Attorney General's Office (AGO) receives posted dealer bonds by statute, such as in ORC 4505.181 and OAC 4501:1-3-11, that they maintain to track those entities allowed to do business in the state. Records include, but are not limited to, the original bond and envelope it was sent in, and/or electronic transmission, with a date/time stamp as to when it was received by the AGO.			Electronic – Retain 2 years after bond, subsequent renewal, or any new replacement bond expires. Paper – Retain 2 years after bond, subsequent renewal, or any new replacement bond expires. If scanned and saved electronically, dispose of paper immediately.		Electronic – Delete Paper – Recycle	10/01/2025

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Foster Youth Identity Theft Files	066-OAG-48 10551575	ODJFS Identity Theft Victim Files document the collaborative effort with the Ohio Department of Jobs and Family Services (ODJFS), Public Children Service Agencies (PCSAs), and the Ohio Attorney General's Office for resolving issues related to identity theft of youth in the Ohio Foster Care System. The records can include, but are not limited to, the original Identity Theft Affidavit, copy of the Youth's credit report, documentation that the Youth is currently under the care and custody of the PCSA, and any other relevant documentation related to the erroneous information on the Youth's credit report.	Per the MOU, records should be analyzed under restrictions for ODJFS or PCSAs. The Attorney General's Office should notify ODJFS if a records request is made.		Electronic – 2 years from entry date, provided closed. Paper – 2 years or after scanned and data entered.		Electronic – Delete Paper – Shred	7/2/2015

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Elder Justice Case Files	066-OAG-49 10551614	Case work done by Elder Justice Initiative (EJI) unit, which receives elder-related inquiries/complaints forwarded from the Constituent Services section concerning issues like neglect, abuse, or exploitation. Records include, but may not be limited to, evidence, police reports, doctor reports, internal and external correspondence, and case closing letters.	5 U.S.C. § 552a (SSN), ORC 149.43 (confidential law enforcement investigatory records, banking information, medical records, attorney-client privilege).		Electronic – 2 years after case closed. Paper – 2 years after case closed, unless scanned and saved electronically.		Electronic – Delete Paper – Shred	8/17/2016

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Title Defect Recision Fund Files	066-OAG-50 10551641	Documents the resolution of complaints involving or potentially involving the Title Defect Recision Fund statute per ORC 4505.181. Records include, but are not limited to, payout request memo, reimbursement demand letter, letters of authority to the Bureau of Motor Vehicles (BMV), correspondence with lienholders/consumer/dealer/BMV, documentation of payment, voided warrant letter, temporary tag payment to BMV, information regarding the status and disposition of the vehicles (auction, towing, pickup, etc.), and ATPS reports that track the title paperwork.	ORC 149.45 defines SSN, Federal Tax ID, personal identifiers, and bank account numbers as not a public record.		Electronic – Retain 3 years after Title Defect Recision payment matter deemed closed or a civil case is filed. Paper – Retain 3 years after Title Defect Recision payment matter deemed closed or a civil case is filed, unless scanned and saved electronically.		Electronic – Delete Paper – Shred	3/24/2017

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Title Defect Recision Fund – Assessment Tracking System	066-OAG-51 10551643	Per ORC 4505.181(G), the Ohio Attorney General's Office (AGO) shall track dealer's assessment payments into a title defect recision fund. Records include, but are not limited to, dealership name, contract information, date paid, bond information, invoice number, copy of payment received from dealer's payment, envelope payment was received in with date/time stamp to document receipt, invoice sent from the AGO to the dealer, and correspondence.	ORC 149.45	Legal entitlement to property.	Electronic – Retain 2 years after the assessment. Paper – Retain 6 months after logged into Title Defect Recision tracking system and original payment forwarded to AGO Finance section.		Electronic – Delete Paper – Shred	11/12/2025

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Telephone Solicitor Registration File	066-OAG-52 10551644	Records received and created by Telemarketing Registration and Enforcement Unit for purposes of registering telephone solicitors as required under O.R.C. 4719. Records include, but are not limited to, application forms and related materials submitted by businesses or individuals seeking registration, filing fee payment, surety bond, application review notes, applicant background materials gathered for review, correspondence, certificate of registration, renewal notice, notice to surety company, notice of intent to deny or revoke registration, records gathered, prepared, or required for Chapter 119 administrative hearing or appeal.	SSN (5 U.S.C. 552a), ORC 4719.02(E) – certain information within the application is not a public record per ORC 149.43; personal information as defined in ORC 149.43.		Electronic – Retain 6 years from matter closure. Paper – Retain 6 years from matter closure, unless scanned and saved electronically.	Criminal action can be commenced for 6 years after violation (ORC 4719.13, 4719.99, and 2901.13).	Electronic – Delete Paper – Shred	4/8/2017

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Arbitration Board Certification Documents	066-OAG-53 10551645	Arbitration program materials from auto manufacturing and dispute resolution boards, acting on behalf of manufacturers, seeking certification for handling and resolution of new motor vehicle warranty disputes per Ohio Lemon Law (ORC 1345.77). Records include, but are not limited to, application, manufacturer warranty documents, consumer education materials, general qualifications and duties of the board and its members, independent review, staff reports, correspondence, and documents gathered or created related to revocation of a previously-issued certification.			Electronic – Retain for 1 year after certification is revoked. Paper – Retain for 1 year after certification is revoked, unless scanned and saved electronically.	Certification is valid so long as manufacturer chooses to offer arbitration through that board and AG has not revoked the certification. Records should be maintained for 1 year after certification is revoked whether revocation resulted from manufacturer choosing to no longer offer program through that board or AG takes action for noncompliance with program rules.	Electronic – Delete Paper – Shred	4/8/2017

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Certified Arbitration Board Reporting Requirements	066-OAG-54 10551647	Semi-annual reports for each manufacturer the board provides arbitration for, yearly compliance audit of arbitration board, statistical summaries, and arbitration hearings summaries as required by OAC 109:4-4-04(D).	Council of Better Business Bureaus v. Office of Attorney General, Case No. 01-CVH01 626, Franklin County Court of Common Pleas. Magnuson-Moss Act, 15 USC 2301, 16CFR 703.8, ORD 149.43 – prohibits release of personal information.		Electronic – Retain 4 years. Paper – Retain 4 years. If scanned and saved electronically, dispose of paper immediately.	Maintain for same time frame that Arbitration Boards are required to maintain records per OAC 109:4:4-04, which is 4 years after final disposition of dispute.	Electronic – Delete Paper – Shred	4/23/2025

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Compliance Accounting Tracking System	066-OAG-55 10551646	Used for tracking monies received by the Ohio Attorney General's (AGO) Consumer Protection section for compliance with Assurance of Voluntary Compliance (AVC) Agreements or Final Judgments between the AGO and the suppliers. Information includes, but is not limited to, supplier name, address, telephone number, account type, amount due (or statement amount), payments made, notes, payment interval information, any amount due that has been suspended, any fee owed, civil penalties and restitution.			Electronic – Retain 5 years after compliance matter closed or 40 years if referred to Collections Enforcement, unless notified that Collections Enforcement has closed the matter. Paper – Unless scanned and saved electronically, retain 5 years after compliance matter closed or 40 years if referred to Collections Enforcement, unless notified that Collections Enforcement has closed the matter.	AVCs or Final Judgment Entries can have a restitution period payment terms that span longer than 5 years. For uncollected amounts, retain for 40 years per ORC 131.02(F)(2) as AGO can collect for up to 40 years after date claim is certified.	Electronic – Delete Paper – Shred	11/12/2025

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Compliance Account Files	066-OAG-56 10551648	Records used to track compliance with Assurance of Voluntary Compliance (AVC) Agreements or Final Judgments between the Ohio Attorney General's Office (AGO) and suppliers. Records can include, but may not be limited to, a copy of the AVC or Final Judgement agreement, case summary, information about the debt and debtor, payment tracking and copies of checks, restitution list, late payment letters, correspondence, certificate of judgment and referral to Collections Enforcement section.			Electronic – Retain 5 years after compliance matter closed or 40 years if referred to Collections Enforcement, unless notified that Collections Enforcement has closed the matter. Paper – Unless scanned and saved electronically, retain 5 years after compliance matter closed or 40 years if referred to Collections Enforcement, unless notified that Collections Enforcement has closed the matter.	AVCs or Agreed Judgment Entries can have a restitution periods payment terms that span longer than 5 years. For uncollected amounts, retain for 40 years per ORC 131.02(F)(2) as AGO can collect for up to 40 years after date claim is certified.	Electronic – Delete Paper – Shred	10/1/2025

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Data Breach Correspondence	066-OAG-59 10551676	Correspondence and/or related documents received from government agencies, businesses or the general public pertaining to data breaches of computerized systems containing personal information and potential disclosure of personal information contained in those systems. Information may be used for investigative or civil action by the Ohio Attorney General's Office (AGO) per ORC 1347.12 and 1349.19.			Electronic – Retain 1 year. Paper – Retain 1 year, unless scanned and saved electronically.		Electronic – Delete Paper – Shred	2/5/2018

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Debt Adjuster Annual Audits	066-OAG-60 10551715	Per ORC 4710.02(D), individuals or companies engaging in debt adjusting activities must arrange for and undergo annual audits of their business and trust accounts by independent, third party, certified public accountants. Individuals or companies shall file the results of audits and auditors' opinions with the Consumer Protection Section of the Ohio Attorney General's Office (AGO). The AGO will retain the audit results and the auditors' opinion. Records include, but are not limited to, copies of audit results, auditors' opinions and correspondence.	Financial account information is confidential per ORC 149.43 and ORC 145.		Electronic – Retain 3 years. Paper – Retain 3 years, unless scanned and saved electronically.	Per ORC 4710.04(A) and 1345.10(C), civil action may be filed up to 3 years.	Electronic – Delete Paper – Shred	2/11/2019

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Investigative Case Files	066-OAG-61 10551736	Records created and gathered necessary to take actions to enforce Ohio consumers laws. Records include, but are not limited to, complaints; correspondence; transactional documents; witness and/or evidence databases; communication with other agencies, law enforcement, or companies or persons being investigated; pre-suit subpoenas and responses; research; cease and desist orders; requests for substantiation of claims and responses; assurances of voluntary compliance; pleadings and orders; evidentiary materials; expert witness materials; discovery materials; trial preparation material; attorney work product; copies of financial records transcripts; and post-judgment compliance records.	R.C. 1345.05(A)(7), R.C. 1321.48(F), CLEIRS, trial preparation materials, SSN, attorney/client privilege, attorney work product, etc. (ORC 149.43).		Electronic – Retain 5 years after investigation or case closed. Paper – Retain 5 years after investigation or case closed, unless scanned and saved electronically.	Statute of limitations on laws enforced by AG generally range from 2-5 years. Office may reopen investigation upon receiving new information or to pursue contempt action or adversarial proceedings in bankruptcy court challenging dischargeability of restitution or civil penalties. May also be used for pattern analysis and investigative research.	Electronic – Delete Paper – Shred	8/5/2019

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Consumer Protection Dispute Resolution Records	066-OAG-63 10551739	Complaint records compiled in order to work out informal agreements between a supplier or service provider and the complainant. Details on a complaint are logged in the complaint management system of the office. Records include, but are not limited to, initial complaint forms; correspondences to and from the complainant, supplier, and Attorney General's Office; and documents relating to the transaction (copies of contracts, receipts, pictures, estimates, warranties, bills of lading, advertisements, brochures, photographs, etc.); and electronic details maintained in the complaint management system of the office. Records concerning unwanted call notification database records, identity theft complaints, and Title Defect Recision Fund files will fall under their own respective retention schedules.	ORC 1345.05(A)(7), SSN 5 U.S.C. 552a, other confidentiality considerations may exist for certain categories of complaints referred to third parties through statutes, administrative rules, or agreements with the office.		Electronic – Retain 5 years from receipt of complaint. Paper – Retain 5 years from receipt of complaint, unless scanned and saved electronically. Material received from complainant will be returned if not needed.	Used for pattern analysis.	Electronic – Delete Paper – Shred	8/28/2024

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
CSPA-Related Documents Filed in Court	066-OAG-64 10551738	File used to monitor violations of the Ohio Consumer Sales Practices Act (CSPA). Records include, but are not limited to, notice from county clerks of court, per ORC 1345.09(E), notifying the office of consumer-related individual or class action cases which have been commenced in their court, a copy of summary of the complaint, and the case name and number. Might also contain notices of dismissal, completion, or other action.			Electronic – 5 years from date of receipt by AGO. Paper – 5 years from date of receipt by AGO, unless scanned and saved electronically.	Need to allow enough time for case to work its wat through court processes to determine if the case will ultimately end up in the Online Public Inspection File (OPIF).	Electronic – Delete Paper – Shred	1/5/2021
Online Public Inspection File (OPIF)	066-OAG-65 10551740	Records containing court decisions (judgments) involving consumer law cases in which the Ohio courts have ruled a specific act or practice violates ORC 1345.02, 1345.03 or 1345.31. Records could also include assurances of voluntary compliance and statements of policy or interpretations used in carrying out the duties of the Consumer Protection Section of the Attorney General's Office.		Records may be only copies in existence and must be preserved per ORC 1345.05(A)(3) mandate.	Electronic – Permanent, unless in paper or microfilmed. Paper - If in paper, retain permanently, unless microfilmed. Microform – If microfilmed, retain permanently.	Office only entitled to civil penalties & consumers to treble damages if cases were actually in OPIF at time. If no record, opportunity is lost (ORC 1345.07(D) and ORC 1345.09(B)).	Electronic – Delete Paper – Shred Microform – Permanent	8/12/2019

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Property Room Evidence	066-OAG-66 10551741	Per ORC 2981, evidence collected from local law enforcement, victims, or subpoenaed material to be used in Consumer Protection investigations, some of which may be confidential in nature. Records concerning evidence control forms, chain of custody, and receipts of returned evidence will be retained separately and with the investigative case file.	May contain information protected by ORC 149.43.		Electronic – Following the expiration of statute of limitations without filing charges or following the expiration of time for all appeals: (1) return property to persons entitled to possession per ORC 2981.06(E) or (2) follow disposal for property per ORC 2981.12. Paper – Following the expiration of statute of limitations without filing charges or following the expiration of time for all appeals: (1) return property to persons entitled to possession per ORC 2981.06(E) or (2) follow disposal for property per ORC 2981.12.		Electronic – Delete Paper – Shred	9/3/2019

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Property Room Evidence Log/Evidence Control Records	066-OAG-67 10551742	Records used to track the date received, chain of custody, and final disposition of evidence collected by the Consumer Protection section for criminal investigation and/or civil case work.	May contain information protected by ORC 149.43.	Documents evidence retained by the Consumer Protection section.	Electronic – Retain 5 years from date of disposition. Paper – Retain 5 years from date of disposition.	Needed to track chain of custody and final disposition of evidence.	Electronic – Delete Paper – Shred	9/3/2019
Levying Officer Quarterly Reports	066-OAG-68 10551804	Per ORC 2329.312, the Ohio Attorney General's Office shall receive quarterly reports from all levying officers appointed or authorized by a court to conduct the judicial or execution sale of residential properties. Reports include information on the sale conducted by the officer and whether or not the deadlines for those sales were met.			Electronic – Retain 5 years and the destroy.		Electronic – Delete	7/31/2023

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Post-Resolution Compliance Reports	066-OAG-69 10551807	Documents ongoing non-financial compliance and other changes as agreed upon by suppliers and AGO concerning a Post-Assurance of Voluntary Compliance (AVC) or post-court ordered reporting, auditing, or other compliance requirement stemming from an Ohio-involved investigation or matter.	Could contain information considered trade secret or personal private information (ORC 149.43).		Electronic – Retain 1 year after final report is received.		Electronic – Delete	12/1/2023
Consumer Product Safety Commission (CPSC) Recall Checks	066-OAG-70 10551810	In partnership with the CPSC, the Ohio Attorney General's Office (AGO) will run product recall checks to confirm Ohio businesses' compliance with the Consumer Product Safety Improvement Act of 2008. Records include, but are not limited to, information sent between the CPSC and the AGO regarding Recall Effectiveness Checks, correspondence, product recall reports, and payment requests and receipt records.			Electronic – Retain 1 year from closure. Paper – Retain 1 year from closure. If scanned and saved electronically, dispose of paper immediately.		Electronic – Delete Paper – Shred	4/3/2024

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Record Series Title	Agency and Series Authorization Numbers	Record Series Description	Confidential Description	Vital Description	Retention Period	Retention Justification	Media Format and Method of Disposal	Date Schedule Approved
Unwanted Call Notification Database Records	066-OAG-71 10551817	Records received by the Ohio Attorney General's Office (AGO) in which complainants disclose information related to unwanted calls. Details on a complaint are logged in Unwanted Call Notification Database for review by the AGO for possible investigation. Records include, but are not limited to, initial complaint forms. These records are unrelated to Consumer Dispute Resolution Records.			Electronic – Retain 5 years after receiving. Paper – Retain 5 years after receiving. If scanned and saved electronically, dispose of paper immediately.		Electronic – Delete Paper – Shred	8/28/2024