

## NOTICES OF SUBSTANTIVE POLICY STATEMENTS

The Administrative Procedure Act requires the publication of substantive policy statements issued by agencies (A.R.S. § 41101(B)(14)). Substantive Policy Statements are written expressions which inform the general public of an agency's current approach to rule or regulation practice substantive policy statement does not include internal procedural documents which may only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties in accordance with A.R.S. Title 41.

### NOTICE OF SUBSTANTIVE POLICY STATEMENT

#### DEPARTMENT OF INSURANCE

1. **Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Filers of Workers' Compensation Deviations -- Revised Arizona Department of Insurance Procedures.
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
August 25, 1997
3. **Summary of the contents of the substantive policy statement:**  
The statement summarizes the procedures to be followed by insurers and the Department in conjunction with the filing of workers' compensation rate filings including deviations from rate filings.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This statement is a new substantive policy statement which modifies the Department's historical approach.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Deloris Williamson  
Address: Arizona Department of Insurance  
2910 North 44th Street, Suite 210  
Phoenix, Arizona 85018  
Telephone: (602) 912-8466  
Fax: (602) 912-8423
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
Copies of the policy statement may be obtained from the person listed in question #5 for 25¢ per page.

### NOTICE OF SUBSTANTIVE POLICY STATEMENT

#### DEPARTMENT OF REAL ESTATE

1. **Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Criteria for Referral to Mediation (No. 09).
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
Issued January 1995. Revised effective September 10, 1997.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement lists criteria of investigative cases which appear appropriate for formal referral to the Attorney General's Mediation Program.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
Revision.

*Arizona Administrative Register*  
**Notices of Substantive Policy Statements**

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5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Cindy Wilkinson  
Address: Arizona Department of Real Estate  
2910 North 44th Street  
Phoenix, Arizona 85018  
Telephone: (602) 468-1414, Ext. 135  
Fax: (602) 468-0562

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A copy of a substantive policy statement is available from the Department for 25¢ per page copying charge.