Record Retention Policy - Frequently Asked Questions

Q: What if I have a record electronically and on paper?
A: That is OK, but you do not need to maintain the same record in more than one format.

Q: What if there is a regulation that requires me to keep a particular record longer than the time frame in the schedule?
A: Retain records for the longer of the time period required by applicable regulation or the time frame in the schedule.

Q: Does this policy apply to paper records only?
A: This Policy covers documents and records retained both in electronic and paper format. The same retention period applies regardless of format.

Q: What if I have a document relevant to a dispute or lawsuit?
A: All retention periods for such records are suspended, and employees cannot dispose of any records until the Legal Department informs them otherwise.

Q: When does this policy take effect?
A: This policy becomes effective January 1, 2025.

Q: I can only see emails in my Outlook for the past two years. What steps should I take to retrieve older emails?
A: Your email is only accessible in your Outlook inbox for two years and archived for an additional five years in off-site electronic storage. Remember to save substantive client communications in your Platform's agency management system, where records are maintained for a longer period of time (7 years post-client relationship). We are working on an email repository for those limited number of emails that have a long-term value to the organization but that are also not client records.

Q: How do I know which retention schedule applies to my records?
A: Consult the retention schedule timeframes by record type. Contact the Chief Administrative Officer or General Counsel for additional guidance on which schedule applies to specific types of records.

Q: What should I do if I'm unsure about the retention or disposal of a record?
A: If you're uncertain about how to handle a particular record, contact the Chief Administrative Officer or General Counsel.

Q: Where can I find the Policy?
A: The policy and schedule are available on each Platform's intranet policies page.