



Illinois State Treasurer

MICHAEL FRERICH

September 17, 2026

VIA ELECTRONIC MAIL

Jacob Schulz

jacob@jacobforcityclerk.com

Re: FOIA Request

Dear Jacob Schulz:

I am writing in response to your request made pursuant to the Illinois Freedom of Information Act ("FOIA"), 5 ILCS 140/1 *et seq.* to the Office of the Illinois State Treasurer ("Treasurer") received September 11, 2026. In your request you stated the following:

I request electronic copies of the following existing aggregate records concerning public inquiries received by the Illinois State Treasurer's Office, particularly through its Chicago office and resident-facing programs.

1. Inquiry and call classification

Please provide the current list, taxonomy, data dictionary, call disposition list, inquiry categories, queue names, issue codes, or comparable existing record used to classify why members of the public contact the Treasurer's Office by telephone, online, or through the Chicago office.

This includes categories identifying the subject of an inquiry, the program or service involved, and the outcome or disposition of the contact.

2. Most common resident inquiry topics for

- January 1 through December 31, 2024;
- January 1 through December 31, 2025; and
- January 1, 2026 through the date of this request,

Please provide any existing aggregate report, dashboard export, statistical summary, management report, or comparable record showing the number of public inquiries or calls by subject, issue category, program, or call reason.

I am particularly interested in reports specific to the Chicago office, if maintained separately.

State Capitol
Room 219
Springfield, IL 62706
Phone: (866) 458-7327
Fax: (217) 785-2777
TTY: (866) 877-6013

555 West Monroe Street
14th Floor
Chicago, IL 60661
Phone: (866) 458-7327
Fax: (312) 814-5930
TTY: (866) 877-6013

Marine Bank Building
1 East Old State Capitol
Springfield, IL 62701
Phone: (866) 458-7327
Fax: (217) 524-3822
TTY: (866) 877-6013

Please include program-level breakdowns where they already exist, including inquiries related to unclaimed property/I-Cash, college savings programs, retirement or savings programs, investments, financial education, or other resident-facing Treasurer programs.

If Chicago-specific reports are not maintained, statewide aggregate reports responsive to this request are sufficient.

3. Referrals and inquiries outside the Office's jurisdiction

For the same periods, please provide any existing aggregate report showing:

Inquiries referred or transferred to another state agency, local government, federal agency, or other organization;

The destination agency or organization, where tracked;

Inquiries determined to concern a matter outside the Treasurer's jurisdiction; and

Information-only inquiries that did not result in another Treasurer transaction or case.

If referral or disposition categories are maintained but no aggregate report exists, please provide the current list of those categories.

4. Existing call-center or resident-contact performance measures

Please provide any existing aggregate report or dashboard for the same periods showing, to the extent maintained:

Total incoming calls or resident contacts;

Calls answered;

Abandoned calls;

Average wait or speed-to-answer time;

Average handling time;

Transfers;

Repeat contacts;

First-contact or first-call resolutions; and

Any comparable measure of whether the resident's inquiry was resolved during the initial contact.

Your request is denied as the Treasurer does not have records responsive to your request. Pursuant to Section 9 of FOIA, I am the person responsible for this determination. You may seek review by the Public Access Counselor at the Office of Attorney General (the "PAC"), in accordance with Section 9.5 of FOIA. You may reach the PAC at:

Public Access Counselor
Office of the Attorney General
500 South 2nd Street
Springfield, Illinois 62706
Fax: 217-782-1396

E-mail: public.access@ilag.gov

You may also seek judicial review of this determination in accordance with Section 11 of FOIA.

Sincerely,

/s/ Erica Tremble

FOIA Officer
Assistant General Counsel