

## AGENT SERVICES

TO: All Interested Parties  
FROM: Agent Services Division  
DATE: February 3, 2014  
RE: 2014-2015 LICENSE RENEWAL INVOICE

### SELF-EMPLOYED ADJUSTERS, COMPANY/INDEPENDENT FIRM ADJUSTERS, HAIL ADJUSTERS, PUBLIC ADJUSTERS, AND MOTOR VEHICLE DAMAGE APPRAISERS

All North Carolina adjuster and appraiser licenses renew by 4/1 each year. All adjuster/appraiser licenses that were active as of 1/29/2014 must complete an online renewal application and pay the applicable fees through [www.nipr.com](http://www.nipr.com). Failure to complete the renewal application and pay the fees due through NIPR by 5/30/14 will result in your license expiring effective 3/31/2014.

#### STEPS ONLY FOR- NC RESIDENT and NC DESIGNATED HOME STATE ADJUSTERS/APPRAISERS:

1. On the Internet, go to [www.nipr.com](http://www.nipr.com) to complete the NIPR resident adjuster renewal application
2. Follow the links to resident license renewals. Enter NC as your resident state and enter your National Producer Number (NPN) as your NC license number to access your license renewal application.

NPN Lookup is available on NIPR's website: <https://pdb.nipr.com/html/PacNpnSearch.html>

**Please note, your NC resident adjuster license expiration date (except for hail adjusters) reflects your biennial CE compliance date. A license renewal is still due by 3/31/2014 regardless of your license expiration date.**

#### STEPS ONLY FOR - NON-RESIDENT ADJUSTERS/APPRAISERS – This includes both non-resident adjusters/appraisers licensed in their resident state and those that designate a home state other than NC.

1. On the Internet, go to [www.nipr.com](http://www.nipr.com) to complete the NIPR non-resident adjuster renewal application
2. Follow the links to non-resident license renewals. You will be asked to identify your resident state or designated home state and enter your active resident state license number to access your license renewal application.

ALL adjusters and appraisers should print confirmation of paid renewal fee and completed license renewal application. The Department will not mail renewal payment confirmation. Licensees may use the Department's on line agent information portal to view their current license status at [www.ncdoi.com](http://www.ncdoi.com).

**NOTE:** On April 17, 2012, the North Carolina Licensing Office of Pearson VUE began providing administrative services on behalf of the Agent Services Division of the NC Department of Insurance. These services include, but are not limited to, renewal application and new license application processing.

If you have any questions regarding this license renewal process, contact:

- North Carolina Licensing Office of Pearson VUE – 866-265-6329 or e-mail at [northcarolinalicensingoffice@pearson.com](mailto:northcarolinalicensingoffice@pearson.com) (business hours: 8 a.m.- 6:00 p.m. ET, M-F)
- NIPR Customer Service - [customerservice@nipr.com](mailto:customerservice@nipr.com) or (855) 674-6477 for assistance with electronic applications.
- **E-mail Address Required**

Effective January 1, 2010, all licensees are required to provide the Commissioner a valid e-mail address pursuant to N.C.G.S. 58-2-69(b). Failure to update residential address or e-mail within 10 business days shall result in a \$50.00 fee. Individuals and business entities can use the online form through the following link to submit an updated e-mail address: <http://www.statebasedsystems.com/EmailAddressMaintenance.htm>