

AGENT SERVICES

To: All Interested Parties

From: Etta P. Maynard
Deputy Commissioner, Agent Services Division

Date: February 17, 2009

CONTINUING EDUCATION EXTENSION AND EXEMPTION PROCEDURES

Many licensees are not aware that NC Continuing Education (CE) rules afford them an opportunity to request an extension (additional time to meet CE) or request an exemption due to medical or military reasons. The extension request procedure was designed for agents to avoid license expiration due to non-compliance with CE.

Following are some FAQ's to help anyone who may qualify for an extension or an exemption.

How can I request additional time (extension) to do CE ?

No sooner than 30 days before the end of your compliance, complete the Request for CE Extension Form and submit to Prometric along with an administrative fee of \$75.00. Requests will not be accepted if received earlier than 30 days before the compliance period end date or if the fee is not included. You may verify that your extension is in place at www.prometric.com. Allow 21 days for processing.

Q: If my license is expired, could I still request an extension?

A: Extensions are requested through Prometric no sooner than 30 days before the end of the compliance period and no later than the last day of the compliance period with a \$75 administrative fee. The Extension Request form may be found at www.prometric.com under "North Carolina Licensee Services".

Q. What exemptions from CE are available for military or medical reasons?

A. Military and medical exemptions are granted on a case-by-case basis. See the form posted at www.prometric.com or contact Prometric for details. If approved for medical or military exemption, the licensee is not required to take the mandatory hours in ethics and flood.

Q. Are there any other exemptions from CE available?

A. You may qualify for an exemption if you are at least 65 years old and have been continuously licensed in the line of insurance for at least 25 years. In addition, you must either hold a nationally recognized professional designation for the line of insurance or annually certify to the Department of Insurance that you are an inactive agent who neither solicits applications for insurance nor takes part in the day-to-day operation of the agency. Anyone qualifying for this exemption must still take the mandatory hours in ethics and flood.

Please let your appointed agents and adjusters know about these CE features. If you have any questions, please review the licensee handbook on Prometric's website www.prometric.com or call Prometric at (866) 241-3121.