

AGENT SERVICES

TO: All Surplus Lines Licensees
FROM: Etta Maynard
DATE: June 30, 2009
RE: IMPORTANT CHANGE - Your 9/1 North Carolina License Renewal

The North Carolina Department of Insurance is committed to improving efficiency by streamlining insurance licensing processes through utilization of the technology and services developed by the National Association of Insurance Commissioners (NAIC) and their business affiliates. Effective immediately, the Agent Services Division will process all 9/1 license renewals for resident and non-resident Surplus Line licensees electronically through the National Insurance Producer Registry (NIPR).

In order to renew your North Carolina license, you are required to complete a renewal application and pay the applicable license renewal fee through NIPR. Please carefully review the information provided below on how the 9/1 license renewals will be processed through NIPR.

Failure to complete the renewal application and pay the renewal fee through NIPR by 10/15/2009 will result in your license expiring effective 8/31/2009.

Effective July 2, 2009, your license renewal application is ready on NIPR website:

- 1) On the Internet, go to www.nipr.com
- 2) Follow the links to access either your resident or non-resident license renewal. You will be asked to identify your resident state and enter your active resident state license number to access your license renewal application. IMPORTANT: For North Carolina resident licensees, your National Producer Number (NPN) is your license number. If you do not know your NPN, you may look it up through the following link available on the NIPR website <https://www.nipr.com/html/PacNpnSearch.html>.
- 3) Review the contact information on your licensing record with North Carolina. Please note that any name and address updates made in the renewal application through NIPR WILL NOT update your licensing record with the state. You must update your address information on your North Carolina licensing record using the Address Change Function (ACR) through the NIPR website at <https://www.nipr.com/ACR/SignIn> or as directed by the Agent Services Division.
 - Pay the renewal license fee through one of the electronic methods made available by NIPR.
 - Review and print details of any follow up documentation required to be submitted.
 - Print confirmation of paid renewal fee and completed license renewal application. Please note that the Department will not mail renewal payment confirmation to you. You should use this NIPR confirmation feature and you may use the Department's on line agent information portal to view your license status at www.ncdoi.com.

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

- NAIC Help Desk 816-783-8500 - Problems navigating the online license renewal screens
- NIPR Customer Service at 816-783-8468 or customerservice@nipr.com - Any problems other than license renewal screens
- Agent Services Division at 919-807-6800- Any other questions.

In accordance with N.C.G.S. 58-21-40(d): "Each resident surplus lines licensee shall maintain active membership in a regulatory support organization (North Carolina Surplus Lines Association) as a condition of continued licensure." Furthermore, N.C.G.S. 58-21-65(d) provides "Any person who places surplus lines insurance without a valid surplus lines license in effect shall pay a penalty of one thousand dollars (\$1000) and be subject to such other penalties as provided by law."

The Agent Services Division will also send communications to licensees via the business e-mail address provided. If you have had an address change and need to update your address with the Department, you can provide your business e-mail address information using the Address Change Function (ACR) through the NIPR website at <https://www.nipr.com/ACR/SignIn>. If you do not have any updates to your address information, please provide your business e-mail using the web form on the Department's website under Online Licensee Services through the following link http://www.ncdoi.com/ASD/CompanyContactForm/asd_CompanyContactEmailOnly_form.asp.

The Department has established an e-mail notification list specifically for Surplus Lines licensees to receive important notifications from the Department concerning licensing matters, compliance issues, legislative updates, availability of new online services, and messages from Commissioner Goodwin. You may sign up directly for these Surplus Lines e-mail notifications through the following link <http://lists.ncmail.net/mailman/listinfo/surpluslines>

NIPR Frequently Asked Questions

1. What is the National Insurance Producer Registry?

The National Insurance Producer Registry (NIPR) is an affiliate of the National Association of Insurance Commissioners (NAIC) and operates a national repository for producer license information (PDB).

2. What is the Producer Database (PDB)?

The Producer Database (PDB) is an electronic database accessible through NIPR consisting of information relating to insurance producers, brokers and adjusters which is provided by the participating state insurance departments as follows:

- Demographics - name, date of birth, addresses
- License Summary - state of license, license number, issue date, expiration date, license type/class, residency, lines of authority, status, status reason, and status/reason effective date.
- Company appointment information - company, effective date, termination date and reason.
- Regulatory Actions - State of action, reason for action, penalty/fine/forfeiture, effective date.

3. Who do I contact if I find a discrepancy in information being supplied to PDB?

The information displayed in the Producer Database (PDB) comes directly from the participating state insurance departments. Please contact the Department of Insurance for the state that is supplying the incorrect information. When the state updates their database, it will automatically be sent to the PDB.

4. How do I obtain my National Producer Number (NPN)?

An individual producer can access their NPN from the following link:

<https://www.nipr.com/html/PacNpnSearch.html>