

**AGENT SERVICES**

**TO:** All Auto Rental and Self-Service Storage Limited Licensees  
**FROM:** Etta Maynard  
**DATE:** February 3, 2009  
**RE:** **IMPORTANT CHANGE** - Your 4/1 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 in 2009, the Agent Services Division will process all 4/1 license renewals for resident and non-resident Auto Rental and Self-Service Storage Limited Licenses 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 4/1 license renewals will be processed through NIPR. Failure to complete the renewal application and pay the renewal fee through NIPR by 5/15/2009 will result in your license expiring effective 3/31/2009.**

**Effective February 28, 2009, your license renewal application is ready on NIPR website:**

- On the Internet, go to [www.nipr.com](http://www.nipr.com)
- Follow the links to either resident or non-resident license renewals and sign-in using your License number or Federal Identification Number (FEIN). After entering the necessary identifying information, you can:
  - 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 contact information 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 license information portal to view your license status at [www.ncdoi.com](http://www.ncdoi.com).
- Help screens and NIPR Customer Support are available to guide you through the process.

**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](mailto:customerservice@nipr.com) - Any problems other than license renewal screens
- Agent Services Division at 919-807-6800- Any other questions.

In mid-2009, the Agent Services Division will also send communications via e-mail to business entities via the business e-mail address provided. Please use the Company Contact Update Form provided on the North Carolina Department of Insurance's website [www.ncdoi.com](http://www.ncdoi.com) under Online Licensee Services to update your company contact information to include a business e-mail address.

### **NIPR Frequently Asked Questions**

#### **1. What is the National Insurance Producer Registry?**

The National Insurance Producer Registry (NIPR) is a non-profit affiliate of the National Association of Insurance Commissioners (NAIC). NIPR was established in October 1996 to develop and operate a national repository for producer license information (PDB).

#### **2. What is the Producer Database (PDB)?**

The Producer Database (PDB) is an electronic database consisting of information relating to insurance agents and brokers (producers) accessible through NIPR.

#### **3. What Information is Provided Through PDB?**

Through PDB, industry is able to access all public information related to a producer provided by the participating state insurance departments. Currently, PDB contains information on over 4 million producers. Information available includes:

- **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, 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.

#### **4. 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.

#### **5. Can I renew my resident and non-resident license electronically?**

Yes, NIPR has developed electronic resident and non-resident renewal applications. This application allows the user to quickly and easily renew existing resident and non-resident licenses in participating states. You can access the electronic renewal application, state specific requirements, and a list of states accepting electronic non-resident license renewals through <https://www.nipr.com/html/pacSignIn.html>.