

AGENT SERVICES

February 10, 2009

Name
Address Line 1
Address Line 2
City State Zip

TO: All Brokers, Viatical Settlement Brokers, Self-Employed Adjusters, Motor Vehicle Damage Appraisers, Corporations, and Partnerships

FROM: Etta Maynard

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 Brokers, Viatical Settlement Brokers, Self-Employed Adjusters, Motor Vehicle Damage Appraisers, Corporations, and Partnerships 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 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 either resident or non-resident license renewals. You will be asked to identify your resident state and enter your active resident state license number per your Producer Database record (PDB) to access your license renewal application. Business entities must also input their corporation or partnership formation date. NIPR customer service listed below can assist if you cannot access your renewal application and need to verify your resident state information listed on PDB.

Applicable to Non-Resident Self-Employed Adjusters Only - As some states do not issue adjuster licenses, the renewal process is slightly different for non-resident self-employed adjusters that do not hold an active adjuster OR insurance producer license in the state they actually reside. If you fall into this category, you will need to use the appropriate resident or non-resident license renewal link from the NIPR website and enter the resident state and license number as it appears on PDB as follows:

- If you are a non-resident self-employed adjuster who qualified by exam in NC for your license or selected NC as your resident state for licensure purposes, use the Resident renewal link and select North Carolina as your resident state. Enter your NPN number in the renewal application as your license number. (For example, if you reside in VA, but use NC as your resident state for licensure.)
- If you are a non-resident self-employed adjuster who uses a state other than NC as your resident state for licensure purposes, use the Non-resident renewal link and select this state as your resident state and enter your active resident license number. (For example, you reside MA, but use FL as your resident state for licensure.)
- In the rare instance that PDB shows you do not hold an active adjuster OR insurance producer license in your resident state, please contact Agent Services Division.

- 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 contact information on your North Carolina licensing record 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 mid-2009, the Agent Services Division will also send communications via e-mail to licensees via the business e-mail address provided. When renewing your individual license online through NIPR, please use the Address Change Request feature located directly above the License Renewals link on the NIPR website to update your address to include a business e-mail address. Business entities may use the Address Change Form provided on the North Carolina Department of Insurance's website www.ncdoi.com to provide a valid business e-mail address.

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, 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>

This notification was mailed in envelopes displaying the previous Commissioner's name in the interest of budget constraints and environmental friendliness.