

AGENT SERVICES

TO: All Insurance Companies
FROM: Etta Maynard
DATE: February 3, 2009
RE: **IMPORTANT CHANGE** - North Carolina Resident and Non-Resident 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 license renewals electronically through the National Insurance Producer Registry (NIPR).

Currently, NIPR is accepting resident and non-resident renewal applications for Broker, Viatical Settlement Broker, Self-Employed Adjuster, Motor Vehicle Damage Appraiser, Corporation, and Partnership licenses.

Effective 2/28/09, NIPR will accept resident and non-resident renewal applications for Self-Service Storage and Auto Rental Limited Lines licenses.

In order to renew these North Carolina license types, licensees are required to complete a renewal application and pay the applicable license renewal fee through NIPR. Licensees have been sent notification of this change and specific information on how to complete their license renewal through NIPR. This information is also posted on the Department's website www.ncdoi.com under Agent Service Division Hot Topics. Failure of a licensee to complete the renewal application and pay the renewal fee through NIPR by 5/15/2009 will result in their license expiring effective 3/31/2009.

If licensees or companies have any questions regarding this new license renewal process, they should 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.

