

AGENT SERVICES

**TO: Insurance Companies
Continuing Education Providers**

**FROM: Etta Maynard
Deputy Commissioner-Agent Services Division**

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**IMPORTANT INFORMATION
FOR LICENSEES WITH 2008 CONTINUING EDUCATION COMPLIANCE DATES**

The NC Department of Insurance has completed the first year for the transition of continuing education to biennial compliance which became effective January 1, 2008. In early February, we will be mailing cancellation notices to licensees who failed to comply with the 2008 Continuing Education requirement.

Due to delays with the transition of our CE program to the CE administrator (Prometric), the Department granted extensions to all licensees who were to comply with continuing education in any month during 2008. For example, for a licensee who was set to meet 5 hours of CE on 05/31/2008 (prorated biennial period), we granted an extension until 12/31/2008.

Points to emphasize:

- Licenses will cancel effective the pro-rated compliance date if licensee did not comply with CE by 12/31/2008. The cancellation date (see example above) will display as 05/31/2008 if CE was not completed by 12/31/2008.
- When the license(s) cancels, all appointments will cancel. If the licensee completes the deficit CE during the 4-month make-up period immediately after the expiration date, the Department will reinstate the license. The licensee must contact their insurance companies to be reappointed.
- The Department will extend the 4-month make up period to all 2008 compliance licensees. In the example above, the 4-month make-up period granted by administrative rule would have ended September 30, 2008. Due to the CE transition delays, the Department is affording the 4-month make-up period to April 30, 2009 for 2008 compliance licensees.
- Licenses and appointments will expire during the 4-month make-up period. If the CE is made up during the 4-month make-up period, the Department will reinstate the license after the CE record is updated with Prometric. Please note that Prometric cannot reinstate a license.

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- Course completion certificates faxed to **either** the Department or Prometric **CANNOT BE** processed. The CE Provider must report credits using the online service provided by Prometric. If a CE provider is unable to report credits online (more than 30 days after the course completion date), they must submit a paper roster and fee worksheet to Prometric for processing. The Department **CANNOT** reinstate the license(s) until the deficit credits appear on the transcript
- An agent cannot sell, solicit or negotiate insurance without a license and an appointment.
- An adjuster cannot adjust claims without a license and an appointment (applicable for company adjusters).
- If CE is not completed by the last day of the 4th month “make-up” period, the licensee must take pre-licensing education (if required) and pass the state examination.

If you have any questions contact Prometric at (866)241-3121 or Agent Services Division at (919)807-6800.