

AGENT SERVICES

TO: Insurance Companies & Adjusting Firms

FROM: Etta Maynard
Deputy Commissioner

RE: Notification of license expiration for Resident Agents/ Adjusters in non-compliance with 2008 CE requirement

DATE: February 10, 2009

On January 14, 2009, we informed all insurance companies and adjusting firms that we would be mailing cancellation notices in February 2009 to all licensees who failed to comply with the 2008 biennial Continuing Education requirement. Please be advised that these cancellation notices will be mailed to each licensee by February 13, 2009.

We have enclosed a copy of the cancellation notice for your easy reference which includes pertinent information regarding reporting of credits to Prometric, reinstatements and sanctions for noncompliance.

REMINDER

In November 2008, we notified all companies that the Department would no longer generate for each company a list of cancelled licenses due to non-compliance with CE now that we have changed to biennial/birth month compliance. There are several facilities available to you to confirm active, inactive and expired status of your appointed agent/adjuster:

- National Producer Database
- Your licensing service vendors if you contract with one
- NCDOI Agent Information Portal at http://www.ncdoi.com/asd/asd_home.asp

Sanctions for non-compliance with 2008 CE snapshot

Producer/ Agent - If the deficit CE hours are not completed by April 30, 2009, the licensee must complete pre-licensing and pass the state examination for each line of authority. A new license will be issued and they must contact all companies they represent to be re-appointed.

Adjuster - If the deficit CE hours are not completed by April 30, 2009, the licensee must pass the state examination. A new license will be issued and if they are a company/independent firm adjuster, they must be reappointed with the adjusting company before they can handle claims on your company's behalf.

Please contact Agent Services Division at (919) 807-6800 if you have any questions.

Attachment: Sample CE Cancellation Notice

AGENT SERVICES

SAMPLE CE CANCELLATION NOTICE

MM/DD/YYYY

TO: <LICENSEE NAME>
<ADDRESS1>
<ADDRESS2>
<CITY> <STATE>, <ZIP>

NPN: XXXXXXXXX

RE: NOTIFICATION OF LICENSE EXPIRATION FOR RESIDENT AGENTS/ADJUSTERS IN NON-COMPLIANCE WITH A 2008 CE REQUIREMENT

- EXPIRATION DATE: XX/XX/XXXX
- LICENSE DESCRIPTION [PRODUCER OR ADJUSTER]

Dear LICENSEE NAME:

On January 1, 2008, legislative changes took effect that moved insurance continuing education (CE) from an annual requirement of twelve (12) hours to a biennial (2-year) requirement of twenty-four (24) hours based on birth month and either an odd or even birth year. In addition, the administration of the CE program transitioned from the Department to Prometric, the CE Administrator.

For existing licensees or those holding a license issued before January 1, 2008, the CE hours required for the first biennial compliance period beginning January 1, 2008 were pro-rated. Licensees were required to meet the minimum hours by the last day of their month of birth. However, due to transitional issues, the Agent Services Division granted licensees with a birth date occurring between January 1 and November 30, in an even birth year an extension until December 31, 2008 to comply with their continuing education requirement.

Our records indicate that you have an even year birth date and you were required to meet continuing education hours in 2008 by December 31, 2008.

Currently, our records indicate that you did not meet the minimum continuing education requirement in 2008 for the license listed above. Therefore, in accordance with NCGS 58-33-130(c) and 11 NCAC 6A.0811(a), your license has expired with the expiration date shown above. You are now subject to the sanctions for non-compliance (please see back of this document).

If you feel our records are in error, you must first verify the hours on your CE transcript with Prometric by visiting their website www.prometric.com or by calling 1-866-241-3121. Then you will need to contact your CE provider to verify the credits were reported to Prometric. Once the credits display on Prometric's website, you may contact us at asdce@ncdoi.net to request your license be reinstated.

Upon reinstatement, you must be re-appointed with all companies you represent. You may visit our website for further details regarding this process at www.ncdoi.com.

Sincerely,

Etta P. Maynard
Deputy Commissioner

AGENT SERVICES

SANCTIONS FOR NON-COMPLIANCE WITH THE 2008 CE REQUIREMENT

Producers/Agents

You have until April 30, 2009 to complete the deficit CE hours to have the license reinstated.

If you complete the deficit hours by April 30, 2009, your credits must be reported directly to Prometric by the provider. **PLEASE DO NOT FAX, EMAIL OR MAIL COURSE COMPLETION CERTIFICATES TO THE AGENT SERVICES DIVISION OR TO PROMETRIC.** Once your credits are displayed on your CE transcript through Prometric, you may then contact the Agent Services Division at asdce@ncdoi.net to request your license be reinstated. Upon reinstatement, you must contact all companies you represent to be re-appointed.

If the deficit CE hours are not completed by April 30, 2009 you must:

- complete pre-licensing
- pass the state exam for each line of authority

You will be issued a new license and you must contact all companies you represent to be re-appointed.

Adjusters

You have until April 30, 2009 to complete the deficit CE hours to have the license reinstated.

If you complete the deficit hours on or before April 30, 2009, your credits must be reported directly to Prometric by the provider. **PLEASE DO NOT FAX, EMAIL OR MAIL COURSE COMPLETION CERTIFICATES TO THE AGENT SERVICES DIVISION OR TO PROMETRIC.** Once your credits are displayed on your CE transcript through Prometric, you may then contact the Agent Services Division at asdce@ncdoi.net to request that your license be reinstated. Upon reinstatement, if you are a company/independent firm adjuster, you must contact the adjusting company to be reappointed before you can handle claims on company's behalf.

If the deficit CE hours are not completed by April 30, 2009 you must:

- pass the state exam

You will be issued a new license. If you are a company/independent firm adjuster, you must be reappointed with the adjusting company before you can handle claims on company's behalf.