

**AGENT SERVICES**

**TO:** All Adjusting Companies  
**FROM:** Etta Maynard  
**DATE:** September 29, 2009  
**RE:** License Cancellation Notification Error

Agent Services Division notified adjusting companies on September 17, 2009, that licenses for self-employed adjusters required to pay a license renewal fee by April 1, 2009 for the 2009-2010 license period were cancelled for non-payment.

Self-employed adjusters were sent notification of their license cancellation. Agent Services Division has determined that due to an error while preparing this notification letter for mailing, non-resident self-employed adjusters only received an incorrect cancellation letter. The cancellation letter received by non-resident self-employed adjusters referenced the wrong adjuster name.

Agent Services Division has re-sent the cancellation notification letter to the correct address of record for impacted licensees to ensure that proper notification of license cancellation and process for corrective action is provided. Please note that this error impacted the cancellation notification letter only as the initial notification of license renewal process for the 2009-2010 license period was sent to the correct address for non-resident self-employed adjusters.

We sincerely apologize for any inconvenience due to this error. Please contact the Agent Services Division at (919) 807-6800 if you have any questions.

