

AGENT SERVICES

TO: All Companies
FROM: Etta Maynard
DATE: November 23, 2009
RE: E-Mail Address Requirement

Effective 1/1/2010, House Bill 1166 (SESSION LAW 2009-566) updates the current provision of North Carolina G.S. 58-2-69(b) to require a valid e-mail address from licensees. Every licensee shall give written notification to the Department of any change of the licensee's residential or e-mail address within 10 business days after the licensee moves into the new residence or obtains a different e-mail address. The Agent Services Division is now actively collecting business e-mail address information from individuals, business entities, and companies to update our licensing records.

We are requesting your assistance in communicating this information to your appointed insurance producers and adjusters. Licensees may be assessed a \$50 administrative fee for failing to provide timely notification of an address or e-mail change, so please also remind your appointed agents and adjusters to review and update their address and e-mail information to avoid any charges.

See below for instructions on how to update both mailing and e-mail addresses. North Carolina does not charge a transaction fee for any of these services.

Individual Licensees Making Both Address Change and E-Mail Address Update

Submit address change requests directly through the Address Change Request (ACR) function provided by the National Insurance Producer Registry (NIPR) through the following link <https://pdb.nipr.com/ACR/SignIn>.

Adjusters Not Licensed In Resident State Making Either Address Change or E-Mail Update

ACR is not currently available for these licensees. Submit the Address Change Form which is located under Applications and Forms on the Department's website www.ncdoi.com through the following link <http://www.ncdoi.com/asd/documents/applicationsandforms/insurance/licensing/licensee%20change%20of%20address%20form.pdf>

Scan and email the form to ASD@ncdoi.gov, fax to (919) 715-7352, or mail to NCDOI-Agent Services Division, 1204 Mail Service Center, Raleigh, NC 27699-1204.

Business Entities Making Address Change and E-Mail Address Updates

ACR is not currently available for this license type. Submit the Address Change Form which is located under Applications and Forms on the Department's website www.ncdoi.com through the following link <http://www.ncdoi.com/asd/documents/applicationsandforms/insurance/licensing/licensee%20change%20of%20address%20form.pdf>

Scan and email the form to ASD@ncdoi.gov, fax to (919) 715-7352, or mail to NCDOI-Agent Services Division, 1204 Mail Service Center, Raleigh, NC 27699-1204.

Producer Licensng Company Contact E-Mail or Address Updates

Use the online form submission on the Department's web site through the following link
http://www.ncdoi.com/ASD/CompanyContactForm/asd_CompanyContact_form.asp

Individual Licensees Making Only E-Mail Address Updates

Use the online form submission on the Department's web site through the following link
http://www.ncdoi.com/ASD/CompanyContactForm/asd_CompanyContactEmailOnly_form.asp.

Business Entities Making Only E-Mail Address Updates

Use the online form submission on the Department's web site through the following link
http://www.ncdoi.com/ASD/CompanyContactForm/asd_CompanyContact_form.asp

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