

## **RESIDENT AGENT & ADJUSTER CONTINUING EDUCATION**

### **Frequently Asked Questions**

The Department of Insurance will be outsourcing CE to a third party vendor (CE Administrator) effective January 1, 2008. Once the contract is awarded, the Department and the Administrator will send to the providers a notification outlining the procedures for course submissions, payment of fees and posting of CE credits for licensees. The CE Administrator will provide a toll free number to providers and licensees and will have a website for the licensee to look up courses and their course completion records. Providers will be able to enter course credits on line and pay the CE fees through credit card.

#### **1. How can I verify my CE credit hours?**

You may verify your credit hours by using the Individual Lookup function on the Agent Information Portal at [www.ncdoi.com](http://www.ncdoi.com).

#### **2. What is number of CE credit hours required for each year?**

For the license year 2007 - A single licensee is required to have 12 hours of CE in his/her line of authority. An individual who holds a Property/Liability and a Life/Health license is required to obtain a total of 18 hours of CE, with a minimum of 6 credits for each line of authority.

**Effective January 1, 2008** - Adjusters and agents who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness, and Variable Life/Variable Annuity Products will be required to have 24 credit hours of CE completed on a biennial basis (every 24 months). Twenty-four (24) credit hours are required regardless of how many licenses are held.

#### **3. How do I determine my CE compliance date?**

For the current compliance year of 2007: the CE compliance date is December 31, 2007.

**Effective January 1, 2008** - Individual licensee's compliance date will be determined by the licensee's birth month and birth year. In 2008 and 2009, existing licensees' CE hours will be prorated based upon the birth month and birth year (odd/even) of the licensee. After the first compliance period a licensee must meet his/her 24 CE credit hours requirement each biennial period based on his/her birth month and birth year. **Please refer to the chart on page 8 for your specific requirement.**

#### **4. When in my birth month do the CE requirements need to be met?**

CE requirements need to be completed by the last day of the licensee's birth month in the compliance year.

**5. If I take more CE credit hours than needed in 2007, will the extra hours carryover to the next biennial compliance period?**

In the past, there were minimum and maximum requirements for CE credit hours to carryover until the next year. For CE year 2007, if you exceed the number of hours required to meet your CE credit hours requirement in 2007, the excess number of hours will roll over to the first CE biennial compliance period starting 1/1/08. These minimum and maximum requirements will not apply.

**Effective January 1, 2008** - There are no minimum or maximum requirements for CE credit hours to carryover. Any amount over the required number of CE hours will carry forward to the next biennial compliance period.

**6. Should I plan to take some extra CE credit hours in 2007 to carryover into my first biennial compliance starting January 1, 2008?**

Licensees with an even birth year and a birth month of January, February or March could plan to take some extra CE credit hours in 2007. These extra CE hours will be carryover and may be used to fulfill the prorated CE hours due in early 2008.

**7. Am I required to take a certain number of CE credit hours in each line of authority that I hold?**

In 2007 a single licensee must take 12 hours in the line of authority in which he/she holds the license. A dual licensee (one who holds both a Property/Liability and a Life/Health license) must take a total of 18 hours of CE with at least 6 hours in each line of authority.

**Effective January 1, 2008** - Adjusters and agents who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness, or Variable Life/Variable Annuity Products may complete their 24 CE credit hours requirement by taking courses in any line of authority.

**8. Can I be exempted from the biennial CE compliance requirement?**

A licensee must be at least 65 years old and continuously licensed in the line of insurance for at least 25 years. In addition, the licensee must either hold a nationally recognized professional designation for the line of insurance or annually certify to the Department of Insurance that he/she is an inactive agency owner who neither solicits applications for insurance nor takes part in the day-to-day operation of the agency.

**Effective January 1, 2008** - the above exemption requirements will remain the same. However, if a licensee is exempt for one line of authority license, they will now be exempt from all CE requirements EXCEPT required CE courses (ethics and flood).

**9. How can I locate CE courses and providers who teach them?**

You may locate CE courses and providers by using the Continuing Education Lookup function on the Agent Information Portal located at [www.ncdoi.com](http://www.ncdoi.com).

**Effective January 1, 2008** - The CE Administrator will have a website for licensees to look up CE courses and providers.

**10. How long does it take for the CE credit hours I have completed to appear on my record?**

In CE year 2007, you should allow 75 days due to mailing, processing and error correction. Providers are required to submit course rosters 15 days after you complete the course. In order to avoid processing errors you should check how your name appears in the Department's database through the Agent Information Portal on the Department's website located at [www.ncdoi.com](http://www.ncdoi.com). Sign the attendance roster with your name **exactly** as it appears in the Department's database. Please contact the continuing education provider if courses you took are not displaying after 75 days.

**Effective January 1, 2008** - the CE Administrator will determine the processing time for course completion records to display on the website provided for the licensee to look up courses and their course completion records.

**11. Why are the CE credit hours that I completed not reflected on my licensing record?**

For CE year 2007, review all your courses to ensure that the course taken was not duplicated within the past 3 years. The next step should be to check with the provider to see when the course was submitted and if any errors occurred during the submission process.

**Effective January 1, 2008** - the CE Administrator will determine the verification procedure for 2008. Review all courses to ensure that the course taken was not duplicated within the past 2 years (within the same biennial compliance period).

**12. How can I receive credit for a professional designation course (LUTC, CPCU, CLU, AIE, etc) or a FEMA course?**

In CE year 2007, to receive credit you will need to submit a copy of the pass notice to the Agent Services Division along with a check for \$1 per credit hour earned.

**Effective January 1, 2008** - the CE Administrator will determine the payment procedures for the \$1 fee per credit hour earned.

**13. How can do I find out the number of CE credit hours for my professional designation course?**

You may locate the number of CE credit hours by using the Continuing Education Lookup function on the Agent Information Portal located at [www.ncdoi.com](http://www.ncdoi.com). Under Provider, select the name of your professional designation course provider. A list of all approved courses for this provider will display. Find the name of the professional designation course taken and it will list the CE credit hours earned for course completion.

**14. Are there any required CE courses?**

**Effective January 1, 2008** - All adjusters and agents who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness, and Variable Life/Variable Annuity Products shall complete an ethics course or courses within two years after January 1, 2008, and every two years thereafter. The course or courses shall comprise three insurance CE credit hours. All adjusters, Property agents, and Personal Lines agents shall complete within two years after January 1, 2008, a flood course, and every four years thereafter. The course or courses shall comprise three CE credit hours. Ethics and flood courses completed in 2007 will not count toward fulfilling the 2008 requirement.

**15. I do not sell flood insurance, why would I need to take a flood course?**

Even though you may not sell flood insurance, you need to understand the coverage that an insured could purchase to cover exclusions in a property policy sold. In addition, during a catastrophe you may be called upon to assist consumers with coverage questions and/ or claims settlement.

**16. I do not adjust flood insurance, why must I complete a flood course?**

The adjuster license issued by the Department grants you the authority to adjust property claims. Even though you do not adjust flood claims on a regular basis, you may be asked to adjust flood claims during a catastrophe.

**17. Are adjusters required to take the ethics course?**

Yes. All adjusters and agents who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness, and Variable Life/Variable Annuity Products are required to take the mandatory ethics course every biennial period.

**18. I took a flood course in 2007; can I use this course to comply with the mandated flood course?**

No. You will need to take an additional flood course making sure that you do not duplicate the course.

**19. Do I have to take a 3 hour course in ethics and flood or can I take multiple courses in the subjects for a total of 3 hours each?**

You may take the required courses in multiple increments as long as you obtain 3 hours in both ethics and flood during the biennial period.

**20. Do licensees need to complete the mandatory courses in the prorated conversion period, the full biennial period or just within 2 years from January 1, 2008?**

Licensees will need to meet the mandatory ethics and flood course requirements by January 1, 2010.

**21. What are the rules for repeating CE courses?**

Licensees will not receive CE credit for the same course more often than one time in any biennial compliance period.