



NORTH CAROLINA DEPARTMENT OF INSURANCE CONTINUING EDUCATION PROGRAM

RE: INDIVIDUAL LICENSEE NATIONAL PRODUCER NUMBER (NPN) TO BE REQUIRED FOR ROSTER SUBMISSION

October 30, 2009

The North Carolina Department of Insurance & Prometric will be implementing an important change in the way that credits are posted to licensee transcripts. Beginning **January 6, 2010** a North Carolina licensee's individual National Producer Number (NPN) will be required as the unique identifier when submitting rosters. The NPN will also be required to access a licensee's online transcript.

Please begin preparing for this change immediately and alert students and prospective students of this upcoming change. As of **January 6, 2010**, Prometric's online roster submission program will no longer accept the last 4 digits of an individual's social security number as the student's unique identifier. The roster submission process remains essentially the same; the only change will be the NPN replaces the last 4 digits of the SSN. Until **January 6, 2010**, you must continue to use the last 4-digits of the SSN. The Provider Information Packet & forms will be revised as we get closer to that date. North Carolina licensees are receiving a separate notification of this change which will include their NPN number.

Paper rosters received by Prometric after January 13, 2010 will be returned without action if they contain the last 4 digits of an individual's SSN. As rosters must be submitted within 15 business days of the course completion date, we continue to urge providers to use the online roster system. Web roster submission makes it easy to meet the 15-day requirement in addition to providing immediate confirmation of credits processed.

In the event you did not collect an individual's NPN, it can be easily accessed. The North Carolina's Licensee Lookup service, which is linked from the Department's Agent Services Division web page, allows you to search for individual licensees by name. The information displayed on the results page includes the licensee's NPN. Following is the address of that lookup service page. Links will also be available from the Provider & Licensees sections of the Prometric website.

<https://sbs-nc.naic.org/Lion-Web/jsp/sbsreports/AgentLookup.jsp>

If you have questions, please call Prometric at 866.241.3121.