



Virginia Insurance Continuing Education Program

FAQ's About Agent Procedures for the 2007-2008 Biennium

1. Why is there a change in procedure for 2007-2008?

The Virginia Insurance Continuing Education Board has made the change in order to better use technology and make the program more efficient. However you must be sure to take the necessary actions specified below in order to be compliant as these changes do not relieve you of the responsibilities to comply with your Virginia CE requirements.

2. How will course completions be reported?

CE sponsors must submit rosters to Prometric within 21 days of course completion. You must pay your reporting fee and take action to claim the credits before they will be applied to your compliance requirement.

3. Will I receive a certificate of course completion?

Yes. However the scannable (bubble shaded) forms will no longer be used. The certificates will not be on special paper. Sponsors must provide you with a certificate of course completion within 30 days of a course completion.

4. Do I have to submit certificates to Prometric?

No. However you must take action to claim the credits for a completed course so that they will be activated to apply to your compliance requirement.

5. How do I claim credits?

You may claim them as soon as you complete a course through Web submission at www.prometric.com/CE/vaceprod.htm or by submitting the paper form that is available at the same Web site. A User's Guide for Agents is posted on the site. The key information needed is the course number and completion date.

6. Can I claim credits before a roster has been submitted?

Yes. However the credits will not be applied toward your compliance until the appropriate roster is processed for that course and completion date. Credits do not count towards compliance until both a roster has been submitted and you have claimed the credits. You must also have paid your reporting fee.

7. What is the reporting fee?

The reporting fee remains at \$15, payable once during the biennium. You must pay it before you will be permitted to claim credits.

8. Will I receive a confirmation once I claim credits?

Yes. Prometric will mail you a confirmation of credits.

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9. How can I determine whether or not a roster has been submitted for a course I have completed?

Sponsors have 21 days to submit rosters to Prometric. Hence you should allow that amount of time and then check your transcript online at www.prometric.com/CE/vaceprod.htm or call **800.482.2366**. Transcripts will display the number of credits activated towards compliance as well as the number awaiting claiming and the number you have claimed awaiting a roster. If the roster has not been submitted, contact the sponsor to confirm that they have submitted the roster. Transcripts will be updated approximately 48 hours after credits are claimed online.

10. Are the compliance requirements changed for the 2007-2008 biennium?

No. The requirements for the number and type of credits are unchanged. The Virginia Insurance Continuing Education Information Handbook will be updated with full details for the 2007-2008 biennium and mailed to resident agents as well as being posted on Prometric's Web site.

11. What happens if I erroneously claim credits?

The credits will remain pending indefinitely and will not apply to your compliance requirement. Use great care in claiming credits to use the proper course number and completion date as displayed on your certificate of course completion.

12. Are the deadlines changed for the 2007-2008 biennium?

The deadlines are parallel to those for the 2005-2006 biennium. All courses must be completed by December 31, 2008.

13. Do I have to take action to specifically claim carryover credits from the 2005-2006 biennium?

No. Carryover credit has been calculated for agents who were compliant and will be available for the 2007-2008 biennium compliance requirements once the fee is paid. As in the past, letters were mailed to those who have carryover credits.

14. Will I receive a warning notice if I am not yet compliant?

Yes. Prometric will send a warning notice to noncompliant agents around July 1, 2008 and another notice around November 15, 2008.

15. Are the procedures changing for nonresident agents for the 2007-2008 biennium?

No. Nonresident agents will be able to pay their fees and make their submission in hard copy or on the Web beginning July 1, 2008. They will receive a notice at that time with information about submission procedures and deadlines.

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