



December 4, 2009

**NORTH CAROLINA DEPARTMENT OF INSURANCE
CONTINUING EDUCATION PROGRAM**

IMPORTANT UPDATE: CHANGE IN EFFECTIVE DATE FOR INDIVIDUAL LICENSEE NATIONAL PRODUCER NUMBER (NPN) TO BE REQUIRED FOR ROSTER SUBMISSION

On October 30, 2009, we announced that 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. You can view that notice on the North Carolina Provider Information webpage at <http://www.prometric.com/CE/ncceprov>

The effective date of this change has been moved from January 6, 2010 to December 30, 2009. Beginning January 1, 2010, another state's CE program is moving away from the use of SSNs as a licensee's unique identifier. In order to implement these 2 program changes with the least amount of disruption to our CE Online Services and your ability to access those services, the program changes will be implemented at the same time. December 30, 2009 is the date selected for those implementations.

As stated in our earlier notice, please begin preparing for this change immediately and alert students and prospective students of this upcoming change. As of **December 30, 2009**, the Prometric 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 **December 30, 2009**, 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.