



## NORTH CAROLINA DEPARTMENT OF INSURANCE CONTINUING EDUCATION PROGRAM

John Doe  
CE Provider  
123 Any Street  
Any Town ST 99999

S10009

October 10, 2008

### Letters to Licensees

Prometric is sending a letter to each licensee with a North Carolina CE requirement regarding their transcripts and compliance status. There are three samples enclosed:

- Licensee not compliant, license issued before 1/1/08
- Licensee compliant, license issued before 1/1/08
- All with license issued 1/1/08 or after

Please read the sample letters carefully and be aware that licensees will be following closely to be sure that you submit rosters promptly after courses are completed. Also be guided by the information about who to contact regarding various situations.

We continue to strongly urge that you submit your rosters online to assure prompt and accurate posting of course credits. **Note that the program requires submission of rosters within 15 business days of course completion.** The Department will be making this a point of emphasis going forward.

**Prometric  
North Carolina CE  
1260 Energy Lane  
St. Paul, MN 55108**

**Phone: 866.241.3121  
E-mail: Pro.ce-services@prometric.com  
Web site: www.prometric.com**



[EXISTING LICENSEE]  
[LICENSE ISSUED BEFORE 1/1/08]  
[COMPLIANT]



## NORTH CAROLINA DEPARTMENT OF INSURANCE CONTINUING EDUCATION PROGRAM

Moe, Mary  
123 Oak Street  
Anytown NC 99999

NPN 9999999  
xxx-xx-9999  
October 8, 2008

### Your Transcript and Compliance Status

Complete information about all program requirements is found in the North Carolina Insurance Continuing Education Licensee Handbook on the Prometric Web page: <http://www.prometric.com/CE/ncceprod>. Effective immediately you can view your transcript and compliance status online. Go to the page indicated above and select the link to CE Online Services. You must establish a User ID and password.

The program has changed from a fixed calendar year requirement to a staggered arrangement depending on your birth month and birth year (odd or even). To transition to the new schedule, individuals who were licensed before January 1, 2008 have been assigned shortened compliance periods with reduced credit requirements. Once you are beyond your abbreviated period, your compliance periods will be 24 months in duration.

In recognition of the delay in fully implementing the transition, the Department has directed Prometric to allow credits earned through December 31, 2008 to be applied to shortened compliance periods during 2008. If you met your requirement for a shortened period, excess credits will be applied to the following current compliance period.

**Your compliance period ends XX/XX/XX. Your status is compliant.  
If the compliance period end date on your transcript is 12/31/08, it is a "placeholder" and will be updated to your new period later this year.**

Please note the following key points about the program:

- Carryover credits from 2007, if any, will be displayed and used towards your compliance. These credits are based on records provided by the Department. If you have questions about credits from 2007, please contact the Department at 919.807.6800. Prometric cannot change the carryover credits from 2007 unless directed by the Department.
- Providers must submit rosters to Prometric within 15 business days of course completion. If you have completed a course and it does not appear on your transcript within 30 days, contact the provider to verify that a roster has been submitted.
- After the initial implementation period, Prometric will send warning notices to noncompliant licensees 120 days and 45 days before the end of compliance periods.
- Transcripts display your mailing address as provided by the Department to Prometric. If it is not current, **change your address online at <https://www.nipr.com/ACR/SignIn>** or contact the Department. If Prometric receives a licensee notice that is returned undeliverable, a "bad address" message will display on the transcript. The message will be removed when the address is changed at the Department. **Do not send address changes to Prometric.**
- The program provides for extensions and exemptions. See the Handbook for details about the requirements.
- If you are not compliant as of your compliance date, your license will be suspended approximately 30 days later. Your appointments will be severed and you cannot legally receive commissions. See the Handbook for procedures to request consideration from the Department to avoid license termination. Credits earned after your compliance date will be displayed but will be flagged to indicate they do not apply towards compliance. Licensees who are still noncompliant 120 days after the compliance date will have the license terminated and will have to take the pre-license exam and re-apply for the license.

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St. Paul, MN 55108

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Web site: [www.prometric.com](http://www.prometric.com)



[EXISTING LICENSEE]  
[LICENSE ISSUED BEFORE 1/1/08]  
[NOT COMPLIANT]

## NORTH CAROLINA DEPARTMENT OF INSURANCE CONTINUING EDUCATION PROGRAM

Doe, John  
123 Elm Street  
Anytown NC 99999

NPN 9999999  
xxx-xx-9999  
October 8, 2008

### Your Transcript and Compliance Status

Complete information about all program requirements is found in the North Carolina Insurance Continuing Education Licensee Handbook on the Prometric Web page: <http://www.prometric.com/CE/ncceprod>. Effective immediately you can view your transcript and compliance status online. Go to the page indicated above and select the link to CE Online Services. You must establish a User ID and password.

The program has changed from a fixed calendar year requirement to a staggered arrangement depending on your birth month and birth year (odd or even). To transition to the new schedule, individuals who were licensed before January 1, 2008 have been assigned shortened compliance periods with reduced credit requirements. Once you are beyond your abbreviated period, your compliance periods will be 24 months in duration.

In recognition of the delay in fully implementing the transition, the Department has directed Prometric to allow credits earned through December 31, 2008 to be applied to shortened compliance periods during 2008. If you met your requirement for a shortened period, excess credits will be applied to the following current compliance period.

**Your compliance period ends XX/XX/XX and requires \_\_ credits.  
Your status is: not compliant. If the compliance period end date on your transcript is 12/31/08, it is a  
“placeholder” and will be updated later this year.**

Please note the following key points about the program:

- Carryover credits from 2007, if any, will be displayed and used towards your compliance. These credits are based on records provided by the Department. If you have questions about credits from 2007, please contact the Department at 919.807.6800. Prometric cannot change the carryover credits from 2007 unless directed by the Department.
- Providers must submit rosters to Prometric within 15 business days of course completion. If you have completed a course and it does not appear on your transcript within 30 days, contact the provider to verify that a roster has been submitted.
- After the initial implementation period, Prometric will send warning notices to noncompliant licensees 120 days and 45 days before the end of compliance periods.
- Transcripts display your mailing address as provided by the Department to Prometric. If it is not current, **change your address online at <https://www.njpr.com/ACR/SignIn>** or contact the Department. If Prometric receives a licensee notice that is returned undeliverable, a “bad address” message will display on the transcript. The message will be removed when the address is changed at the Department. **Do not send address changes to Prometric.**
- The program provides for extensions and exemptions. See the Handbook for details about the requirements.
- If you are not compliant as of your compliance date, your license will be suspended approximately 30 days later. Your appointments will be severed and you cannot legally receive commissions. See the Handbook for procedures to request consideration from the Department to avoid license termination. Credits earned after your compliance date will be displayed but will be flagged to indicate they do not apply towards compliance. Licensees who are still noncompliant 120 days after the compliance date will have the license terminated and will have to take the pre-license exam and re-apply for the license.

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Web site: [www.prometric.com](http://www.prometric.com)



*[NEW LICENSEE]  
[LICENSE ISSUED 1/1/08 OR AFTER]*

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

Roe, Richard  
123 Main Street  
Anytown NC 99999

NPN 99999999  
xxx-xx-9999  
October 8, 2008

**Your Transcript and Compliance Status**

Complete information about all program requirements is found in the North Carolina Insurance Continuing Education Licensee Handbook on the Prometric Web page: <http://www.prometric.com/CE/ncceprod>. Effective immediately you can view your transcript online. Go to the page indicated above and select the link to CE Online Services. You must establish a User ID and password.

The program has changed from a fixed calendar year requirement to a staggered arrangement depending on your birth month and birth year (odd or even). The Handbook includes a chart explaining the process.

**Your compliance requirement is 24 credits for the period ending 12/31/11.  
Your compliance status is: Not yet compliant.**

Please note the following key points about the program:

- Providers must submit rosters to Prometric within 15 business days of course completion. If you have completed a course and it does not appear on your transcript within 30 days, contact the provider to verify that a roster has been submitted.
- Initial compliance periods will be for durations ranging from 13 to 35 months with a 24 credit requirement. After the initial period, the duration will always be 24 months. Prometric will send warning notices to noncompliant licensees 120 days and 45 days before the end of compliance periods.
- Transcripts display your mailing address as provided by the Department to Prometric. If it is not current, **change your address online at <https://www.nipr.com/ACR/SignIn>** or contact the Department. If Prometric receives a licensee notice that is returned undeliverable, a "bad address" message will display on the transcript. The message will be removed when the address is changed at the Department. **Do not send address changes to Prometric.**
- The program provides for extensions and exemptions. See the Handbook for details about the requirements.
- If you are not compliant as of your compliance date, your license will be suspended approximately 30 days later. Your appointments will be severed and you cannot legally receive commissions. See the Handbook for procedures to request consideration from the Department to avoid license termination. Credits earned after your compliance date will be displayed but will be flagged to indicate they do not apply towards compliance. Licensees who are still noncompliant 120 days after the compliance date will have the license terminated and will have to take the pre-license exam and re-apply for the license.

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