



**INSURANCE CONTINUING EDUCATION  
LICENSEE HANDBOOK**

March 2009



**Administrative Services Provided by Prometric Inc.**

The information and requirements in this handbook are for resident agents and adjusters and certain non-resident adjusters with North Carolina CE requirements and pertain to compliance periods beginning on or after January 1, 2008. Processing and recordkeeping for earlier compliance periods are provided by the North Carolina Department of Insurance.

## Frequently Asked Questions

The Department of Insurance outsourced CE administrative services to Prometric (a third party vendor) effective January 1, 2008. Prometric sent providers a notification outlining the procedures for course submissions, payment of fees and posting of CE credits for licensees. Prometric provides **toll free phone service at 866.241.3121** and online services at **[www.prometric.com](http://www.prometric.com)**.

### 1. Who is required to take CE?

Resident agents and adjusters and certain non-resident adjusters with North Carolina CE requirements (see question #3) who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness and Variable Life/Variable Annuity products and adjuster (company/independent, public and self-employed) are required to take continuing education courses.

An individual who holds any of the following licenses on or before December 31, 2007 is defined as an “existing licensee” and is required to comply with North Carolina CE requirements:

**Life & Health, Property & Liability, Personal Lines or Adjuster (company/independent, public and self-employed).**

An individual who holds any of the following licenses on or after January 1, 2008 is defined as a “new licensee” and is required to comply with North Carolina CE requirements:

**Life, Variable Life & Variable Annuities, Accident & Health/Sickness, Property, Casualty, Personal Lines or Adjuster (company/independent, public and self-employed).**

### 2. How many CE credit hours are required each year?

Effective January 1, 2008 – Resident agents and adjusters and certain non-resident adjusters with North Carolina CE requirements (see Question #3) who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness, and Variable Life/Variable Annuity Products and adjuster (company/independent, public and self-employed) will be required to have 24 credit hours of CE during each biennial compliance period (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?

Effective January 1, 2008 – An individual licensee’s compliance date will be determined by the licensee’s birth month and birth year (odd/even). In 2008 and 2009, existing licensees’ (see question #1) required CE hours and compliance period may be prorated (less than 24 months) 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.

**4. Based on the definitions in question 1 above, I am an existing licensee. What are my CE requirements?**

An existing licensee is an individual who holds any of the following licenses on or before December 31, 2007:

**Life & Health, Property & Liability, Personal Lines or Adjuster (company/independent, public and self-employed)**

Beginning January 1, 2008, your compliance period will be based on the month and year (even/odd) of your birth. If you are an existing licensee your initial compliance requirement/period may be pro-rated, followed by a full 24-month biennial compliance period. Refer to the chart and the examples below.

Compliance Year	EXISTING LICENSEE MONTH OF BIRTH EVEN/ODD YEAR OF BIRTH																							
	JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEPT		OCT		NOV		DEC	
	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd
2008	1		2		3		4		5		6		7		8		9		10		11		12	
2009		13		14		15		16		17		18		19		20		21		22		23		24
2010	24		24		24		24		24		24		24		24		24		24		24		24	
2011		24		24		24		24		24		24		24		24		24		24		24		24

If you were born in April of 1964 (even year):

You have a prorated compliance requirement of 4 credits for the period beginning January 1, 2008 and ending April 30, 2008. This will be followed by a full 24 month compliance period beginning May 1, 2008 through April 30, 2010.

If you were born in December of 1951 (odd year).

You have a compliance requirement of 24 credits for the period beginning January 1, 2008 and ending December 31, 2009. This will be followed by a another 24 month period beginning January 1, 2010 through December 31, 2011.

**5. Based on the definitions in question 1 above, I am a new licensee. What are my CE requirements?**

A new licensee requiring CE is an individual who is issued any one of the following licenses on or after January 1, 2008:

**Life, Variable Life & Variable Annuities, Accident & Health/Sickness, Property, Casualty, Personal Lines or Adjuster (company/independent, public and self-employed).**

If you are a new-licensee, you must earn 24 CE credits during each compliance period. Your initial compliance period may be less than 24 months based on the year when you were first licensed, your birth month and whether your birth year is odd or even. Refer to the chart and examples below.

License Issue Year	NEW LICENSEE MONTH OF BIRTH EVEN/ODD YEAR OF BIRTH																							
	JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEPT		OCT		NOV		DEC	
	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd	even	odd
2008	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
2009	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011
2010	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
2011	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013

If you were born in May of 1964 (even year) and your license was issued in 2008:  
Your first compliance period will end on May 31, 2010. After that you would have a compliance period beginning June 1, 2010 and ending May 31, 2012.

If you were born in June of 1959 (odd year), and your license was issued in March of 2008:  
Your first compliance period would end on June 30, 2011. After that, you would have a compliance period beginning July 1, 2011 and ending June 30, 2013.

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

CE requirements must be completed by the last day of the licensee’s birth month in the compliance year.

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

Effective January 1, 2008 – North Carolina CE credits are awarded under the following categories:

General, Ethics and Flood

Resident agents and adjusters and non-resident adjusters with North Carolina CE requirements who hold one or more of the following licenses: Property, Casualty, Personal

Lines, Life, Accident/Health/Sickness, or Variable Life/Variable Annuity Products and adjuster (company/independent, public and self employed), may complete their 24 CE credit hours requirement by taking courses in any of those categories.

## **8. Are there any required CE courses?**

Effective January 1, 2008:

### **Ethics**

All resident agents and adjusters and non-resident adjusters with North Carolina CE requirements who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness, and Variable Life/Variable Annuity Products and adjusters (company/independent, public and self-employed) shall complete **an ethics course** or courses by December 31, 2009, and every biennial period thereafter. The course or courses shall comprise three insurance CE credit hours.

### **Flood**

All resident adjusters, non-resident adjusters with North Carolina CE requirements, Property agents, and Personal Lines agents and adjusters (company/independent, public and self-employed) shall complete **a flood course** or courses by December 31, 2009 and every **other** biennial period thereafter. The course or courses shall comprise three CE credit hours.

Ethics and flood courses completed **prior** to January 1, 2008 will **not** count towards fulfilling the mandatory ethics and flood requirements that are effective **after** January 1, 2008.

In addition, ethics and flood courses completed in 2008 but applied back to your 2007 compliance requirement will not count towards fulfilling the mandatory ethics and flood requirement that are effective after January 1, 2008.

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

Although 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.

## **10. 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.

## **11. Are adjusters required to take the ethics course?**

Yes. All resident agents and adjusters and non-resident adjusters with North Carolina CE requirements who hold one or more of the following licenses: Property, Casualty, Personal Lines, Life, Accident/Health/Sickness, and Variable Life/Variable Annuity Products and adjusters (company/independent, public and self-employed), are required to take the mandatory ethics course every biennial period.

**12. I took a flood or ethics course in 2007; can I use this course to comply with the mandated flood or ethics course requirement?**

No. Ethics and flood courses completed **prior** to January 1, 2008 will not count towards fulfilling the mandatory ethics and flood requirements effective **after** January 1, 2008.

In addition, ethics and flood courses completed in 2008 but applied back to your 2007 compliance requirement will not count towards fulfilling the mandatory ethics and flood requirement that are effective after January 1, 2008.

**13. 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.

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

Licensees must meet the initial mandatory ethics and flood course requirements no later than December 31, 2009. The required ethics credits must then be taken by the end of every biennial period thereafter and the required flood credits no later than every other biennial period thereafter.

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

CE course repetition has been simplified. Effective January 1, 2008, licensees will not receive CE credit for the same course more often than one time in any biennial compliance period.

For individuals defined as existing licensees, courses taken prior to January 1, 2008 can be taken in the licensee's first pro-rated biennial period (during 2008 and 2009) and in each biennial period (full 24-months) thereafter.

For example, an individual born in July 1960 (even year):

- Would have the first pro-rated biennial period run from January 1, 2008 to July 31, 2008.
- The next full biennial period runs from August 1, 2008 to July 31, 2010.

A course taken in 2007 could be repeated in each of those biennial periods.

**16. How do I verify my CE credit hours and compliance status?**

Transcripts are available online at [www.prometric.com](http://www.prometric.com) or you may call Prometric at 866.241.3121.

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

You may locate CE courses and providers by going to the North Carolina Licensee Services page at [www.prometric.com](http://www.prometric.com).

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

Course completions must be reported to Prometric by the CE providers within 15 business days after completion. However, due to mailing, processing and error correction, additional time may be needed in order for the credits to be posted. Please contact the continuing education provider if your credits are not displaying after 30 days.

**19. Why are some CE credit hours that I have completed not reflected on my licensing record?**

First, check to be sure that the course was not repeated during the same compliance period. If not repeated, contact the continuing education provider to see when the credits were submitted and if there were any errors during the submission.

**20. How can I receive credit for a professional designation course (LUTC, CPCU, CLU, AIE, etc) or an approved flood course taken through FEMA ?**

**National Designation**

If you do not indicate to the provider that you wish to have CE credits, you may submit them yourself by sending a copy of the course completion certificate along with a check payable to Prometric or a credit card authorization to Prometric at the address below. The payment must be for \$1.00 per credit hour. Be sure to include your name and the last four digits of your Social Security number as an identifier. Contact Prometric if you need assistance in determining the number of credits.

Designation	Provider	Designation	Provider
FAHM	Academy for Healthcare Management	AIAF	LOMA Insurance Education Program
AAI	American Institute for CPCU	AIAF	LOMA Insurance Education Program
AIC	American Institute for CPCU	AIAF	LOMA Insurance Education Program
AIS	American Institute for CPCU	AIRC	LOMA Insurance Education Program
AMIM	American Institute for CPCU	ARA	LOMA Insurance Education Program
ARM	American Institute for CPCU	AU	LOMA Insurance Education Program
ASLI	American Institute for CPCU	FFSI	LOMA Insurance Education Program
CPCU	American Institute for CPCU	FLMI	LOMA Insurance Education Program
HIA	America's Health Insurance Plan (AHIP)	PCS	LOMA Insurance Education Program

LTCP	America's Health Insurance Plan (AHIP)	RPLU	Professional Liability Underwriting Society (PLUS)
MHP	America's Health Insurance Plan (AHIP)	CFS	Society of Certified Senior Advisors
AAM	College for Financial Planning	CSA	Society of Certified Senior Advisors
AAMS	College for Financial Planning	AFA	The American College
AFA	College for Financial Planning	CAP	The American College
CFP	College for Financial Planning	ChFC	The American College
CMFC	College for Financial Planning	CLU	The American College
CRPC	College for Financial Planning	FAA	The American College
CRPS	College for Financial Planning	LUTC	The American College
RP	College for Financial Planning	LUTCF	The American College
CRPC	International Foundation for Retirement Education	MSFS	The American College
CEBS	Intl. Society of Certified Employee Benefit Specialists	REBC	The American College
FIC	Kaplan Financial	RHU	The American College
FICF	Kaplan Financial	CIC	The National Alliance
AAPA	LOMA Insurance Education Program	CISR	The National Alliance
ACS	LOMA Insurance Education Program	CRM	The National Alliance
AIAA	LOMA Insurance Education Program		

### **Flood course through FEMA**

FEMA will provide you with a course completion certificate and instructions for submitting a copy of the certificate and payment of \$4.95 (\$1.65 per credit) to Prometric.

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

You may locate the number of CE credit hours by going to [www.prometric.com](http://www.prometric.com) and using the approved course list lookup. Find the name of the provider and the approved courses will be displayed.

## **22. What are the consequences for a licensee failing to meet their CE requirements?**

Licensees who fail to meet their continuing education requirements by the end of their compliance period and have not received an extension or exemption will have their license(s) canceled for CE noncompliance.

Sanctions for noncompliance with CE after the compliance period when the license has been cancelled are handled by the North Carolina Department of Insurance. You must contact the Department at (919) 807-6800. Remember you cannot sell, solicit or negotiate insurance unless you are licensed.

## **23. What are the requirements for nonresident agents?**

No submission or fee payment is required. Effective January 1, 2008, the Department of Insurance will confirm the active license status of non-resident agents in their resident state through the national Producer Database (PDB) which is updated on a timely basis by participating state insurance departments. The Department is no longer sending a recertification notice or requiring non-resident agents to report their good standing in their resident home state. If the non-resident agent license is **not** in good standing in his/her resident state, the non-resident agent license will be cancelled in North Carolina and a cancellation letter will be mailed.

## **24. I am a non-resident adjuster. What are my CE requirements after January 1, 2008?**

Effective January 1, 2008, non-resident adjuster CE requirements vary depending on licensure in your resident state or the state in which you took an exam in order to qualify for your North Carolina non-resident license:

- If you qualified for licensure in North Carolina because you live in a state which licenses you for the same type of adjuster license you hold in North Carolina, you simply have to be in good standing in that home state. No submission of course credit or fee payment is required. Effective January 1, 2008, the Department of Insurance will confirm the active license status of non-resident adjusters in their resident state through the National Producer Database (PDB) which is updated on a timely basis by participating state insurance departments. The Department is no longer sending a recertification notice or requiring adjusters to report CE credits. If the non-resident adjuster license is **not** in good standing in the resident state, the non-resident adjuster license will be cancelled in North Carolina and a cancellation letter will be mailed.
- If you qualified for licensure in North Carolina because you adopted a state other than North Carolina for adjuster licensing purposes (took the licensing exam in that state), you simply have to be in good standing in your adopted home state. No submission of course credit or fee payment is required. Effective January 1, 2008, the Department of Insurance will confirm the active license status of non-resident adjusters in their resident state through the National Producer Database (PDB) which is updated on a timely basis by participating state insurance departments. The Department is no longer sending a recertification notice or requiring adjusters to report CE credits. If the non-resident adjuster license is **not** in good standing in the resident state, the non-resident adjuster license will be cancelled in North Carolina and a cancellation letter will be mailed.

- If you qualified for licensure in North Carolina because you adopted North Carolina as your home state for adjuster licensing purposes (took the licensing exam in North Carolina), **you must comply with resident North Carolina CE requirements on a biennial basis, including completion of required Ethics and Flood CE courses.** Please refer to Bulletin 07-B-07 for comprehensive information on your CE compliance requirements after January 1, 2008.

**25. If I took more CE credit hours than needed in 2007, will the extra hours carry over to the next biennial compliance period?**

For CE year 2007, if you exceed the number of hours required to meet your CE requirement, the excess number of hours will roll over to the first CE biennial compliance period starting January 1, 2008.

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. Excess ethics or flood credits will carry over to the next biennial compliance period as general credits. No exceptions.

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

Yes, if you are 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 agent 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, he/she will now be exempt from all CE requirements EXCEPT for the mandatory ethics and flood courses.

Military and medical exemptions are also granted on case-by-case basis. See the form posted at [www.prometric.com](http://www.prometric.com) or contact Prometric for details.

**27. Can I receive an extension to complete my credits?**

Yes. A licensee may request an extension of time during the last month of their compliance period. The request must be in writing and accompanied by an administrative fee of \$75.00. If the extension is granted, the licensee will have 30 days to make up the missing CE credits. Being granted an extension for a CE compliance period does **not** extend the subsequent compliance period. Your request for extension **MUST** be RECEIVED by Prometric no later than the last day of your compliance period.

**28. How can I request an extension?**

No **sooner** than 30 days before the end of your compliance, complete the Request for CE Extension Form and submit to Prometric along with an administrative fee of \$75.00. Requests will not be accepted if received earlier than 30 days before the compliance period end date or if the fee is not included. You may verify that your extension is in place at [www.prometric.com](http://www.prometric.com). Allow 21 days for processing.

**29. How do I change my address?**

To change your address, go to <https://www.nipr.com/ACR/SignIn> and the North Carolina Department of Insurance will receive the update.

**30. I am attending a statewide meeting held by an association of which I am a member. Attending certain sessions at the meeting will afford me some CE hours. How do I also get the association credit?**

The association credit is separate and apart from the CE credits you will receive by attending the CE sessions at the statewide meeting. The association CE credit is given when the association certifies that you have been an active member in the association. One of the components is attending a statewide meeting held by the association or attending 50% of the regular meetings.

**31. How can I contact Prometric?**

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

Phone: **866.241.3121**  
Email: **Pro.ce-services@prometric.com**  
Web site: [www.prometric.com](http://www.prometric.com)

**32. How can I contact the North Carolina Department of Insurance?**

Mail: **North Carolina Department of Insurance  
Agent Services Division  
1204 Mail Service Center  
Raleigh, NC 27699-1201**

Phone: **(919) 807-6800**  
Email: **ASDCE@ncdoi.net**  
Fax: **(919) 715-3794 or (919) 715-7352**  
Web site: [www.ncdoi.com/asd/asd\\_home.asp](http://www.ncdoi.com/asd/asd_home.asp)