

Texas Insurance Program

Conversion to Digital Fingerprint Submission

Frequently Asked Questions

Updated November 29, 2007

I want to be fingerprinted at the Prometric test center. I called Prometric and they said I have to call another number to schedule the fingerprint. Why?

All fingerprint scheduling is done through Integrated Biometric Technology (IBT). IBT can schedule your fingerprint at any of the Prometric test center locations or at any IBT's locations across the State of Texas. IBT's toll-free number is 1-888-467-2080, or you can schedule online at www.iisfingerprint.com.

Who has to pay the \$34.25 fingerprint processing fee?

Anyone who must submit fingerprints (on paper cards or electronically) to the Texas Department of Insurance (TDI) after January 1, 2007.

If you have already submitted a fingerprint to TDI for an agent, life / health counselor, risk manager, adjuster, public insurance adjuster or reinsurance intermediary and that license is still active, you do not have to submit new fingerprints or pay a fingerprint processing fee.

Why is there a \$34.25 "fingerprint processing fee"?

The \$34.25 pays for complete criminal history background checks by the Texas Department of Public Safety (DPS) and the Federal Bureau of Investigation. The fee is required by a TDI rule and became effective January 1, 2007. TDI Bulletin B-0045-06 has a summary of the rule. TDI Bulletin B-0043-07 notifies applicants that the fingerprint processing fee changed from \$39.00 to \$34.25 on October 1, 2007. The bulletins are on TDI's web site, www.tdi.state.tx.us.

How do I pay the \$34.25?

If you are fingerprinted electronically, IBT collects the \$34.25 and sends your payment to the State of Texas electronically. IBT also collects a \$9.95 fingerprint collection fee, for a total charge of \$44.20.

If you use a fingerprint card, attach a \$34.25 check or money order made **payable to DPS** to the top right corner of the card. Include your card with the appropriate license application.

What is the FAST Pass and do I need to use it?

The FAST Pass is a form you may use to record all of the information you will need to schedule your fingerprint appointment with IBT. Complete the form then contact IBT to make a fingerprint appointment. The instructions for making the appointment are on the FAST Pass. IBT will use information from the FAST Pass in scheduling your appointment.

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What is my "applicant type" for the FASTPass?

Insurance

What is TDI's ORI number?

920540Z

Why do I have to use TDI's ORI number?

The ORI number tells the Texas Department of Public Safety and the Federal Bureau of Investigation where to send your criminal history report. If you use another ORI number, TDI will not receive your criminal history report and you will need to repeat the fingerprint process with the correct number (920540Z).

Our agency/company does its own fingerprinting. Can we still do our own fingerprint cards or do we have to use IBT?

After January 1, 2007, all fingerprint cards must be taken by a law enforcement agency and all electronic fingerprints must be scheduled through IBT (www.iisfingerprint.com). TDI will reject fingerprint cards that were taken after January 1, 2007 and were not taken by a law enforcement agency.

My agent/adjuster license expired less than a year ago and I want to reinstate it. Do I need to submit a new fingerprint?

If you have already submitted a fingerprint to TDI for an agent, life/health counselor, risk manager, adjuster, public insurance adjuster or reinsurance intermediary and that license is still active, you do not have to submit new fingerprints when you apply to reinstate that license.

The TDI license application says I have to provide fingerprints. I went to IBT (or Prometric) and they didn't give me a fingerprint card.

With digital submission of fingerprints, you will receive a receipt rather than a fingerprint card from either IBT or Prometric. You must attach a copy of the receipt to your application instead of attaching the fingerprint card. The receipt satisfies TDI's fingerprint requirement.