

**North Carolina Insurance Continuing Education**  
**Frequently Asked Questions**

Updated January 22, 2009

**Q:** I am an active North Carolina agent/adjuster. Why can't I pull up my transcript online?

**A:** If you have an active North Carolina license, your current transcript is available to you online at [www.prometric.com](http://www.prometric.com). There are a few situations, however, where Prometric is unable to display a transcript for you. They include:

- North Carolina does not have a valid social security number for you
- You are a non-resident adjuster who does not have a continuing education requirement (only non-resident adjusters who adopted North Carolina as their domicile state for licensing purposes and who took the North Carolina exam have a CE requirement)
- Your license status has not been active in North Carolina for more than 12 months.

You will need to contact the department to determine the reason why your transcript cannot be viewed.

**Q.** I don't think you have the correct Date of Birth for me because:

- I received a letter from the Department or my insurance company requesting my date of birth;
- My compliance date does not correspond with my month of birth;
- My compliance date is on an even year cycle when I was born in an odd year; or
- My compliance date is on an odd year cycle when I was born in an even year

How do I correct my Date of Birth?

**A.** If the Date of Birth displays incorrectly on the licensee record, please send an email to [asdce@ncdoi.net](mailto:asdce@ncdoi.net) with your NPN, your full name and correct DOB. Please allow 14 days

**Q:** My CE compliance date occurred between January 1, 2008 and November 30, 2008. I failed to meet my CE requirement and my license expired effective the last day of my birth month. What do I do?

**A:** All licensees with a CE compliance date occurring between January 1, 2008 and November 30, 2008 were granted an extension until December 31, 2008 to meet the required CE.

If CE is not met, a licensee has 120 days or 4 months after the CE compliance date to complete continuing education. Since the CE compliance date was extended to December 31, 2008, a licensee has until April 30, 2009 to complete

the deficit hours. Once the deficit hours are completed and the licensee has verified through Prometric that the hours are showing on the CE transcript, the licensee should contact the Department to request reinstatement.

Do **not** fax, email or mail CE course completion certificates to the Department or Prometric since we cannot process them. Only the CE provider can report the credits to Prometric.

Only when the Department can verify the hours have posted to the licensee record through Prometric will the license will be reinstated. You will have to contact your companies to be re-appointed.

Until CE is completed, the license remains expired and the licensee cannot conduct insurance business.

**Q:** My license expired for noncompliance with my continuing education requirement. What is the process to have the license reinstated?

**A:** A licensee has 120 days or 4 months (make-up period) after the CE compliance date to complete the deficit hours. Once the deficit hours are completed and the licensee has verified through Prometric that the hours are showing on the CE transcript, the licensee should contact the Department to request reinstatement.

Do **not** fax, email or mail CE course completion certificates to the Department or Prometric since we cannot process them. Only the CE provider can report the credits to Prometric.

Only when the Department can verify the hours have posted to the licensee record through Prometric will the license will be reinstated. You will have to contact your companies to be re-appointed.

Until CE is completed, the license remains expired and the licensee cannot conduct insurance business.

**Q:** If my license is expired, could I still request an extension?

**A:** Extensions are requested through Prometric no sooner than 30 days before the end of the compliance period and no later than the last day of the compliance period with a \$75 administrative fee. The Extension Request form may be found at [www.prometric.com](http://www.prometric.com) under "North Carolina Licensee Services".

However, if good cause is shown, a 30-day extension may be granted after license expiration. The licensee may submit a request for an extension to Prometric with supporting documentation and the \$75.00 administrative fee.

**Q:** My license shows as expired. What does this mean?

**A:** A license expires for failure to meet your continuing education requirement by the CE compliance date.

A licensee has 120 days or 4 months after the CE compliance date to complete continuing education. Once the deficit hours are completed and the licensee has verified through Prometric that the hours are showing on the CE transcript, the licensee should contact the Department to request reinstatement.

Until CE is completed, the license remains cancelled and the licensee cannot conduct insurance business.

**Q:** My license shows as inactive. What does this mean?

**A:** A license expires for failure to meet your continuing education requirement by the CE compliance date. A licensee has 120 days or 4 months after the CE compliance date to complete continuing education. If CE is not completed by the end of the 120 days, the license becomes inactive.

Pre-licensing education must be completed and the state examination must be passed to receive a new license.

**Q:** How many hours of CE am I required to complete?

**A:** Each licensee is required to complete 24 hours of CE by his/her biennial CE compliance date, which is based on the licensee's month and either an odd or even year of birth. All licensees are required to complete 3 hours of Ethics by 12/31/2009 and each biennial compliance period thereafter. All licensees that hold property, casualty, and/or personal lines of authority and all adjusters are required to complete 3 hours of Flood by 12/31/2009 and every other biennial compliance period thereafter.

(Note the number of hours required during the pro-rated biennial period varies according the licensee's birth month and year. Please click [\(here\)](#) to review the prorated biennial conversion chart.)

**Q:** Are the Ethics and Flood CE credits in addition to my 24 hours?

**A:** No, the CE credits for Ethics and Flood are included in the required 24 hours.

**Q:** I took Ethics and/or Flood hours to satisfy my CE requirement for the current compliance period. However, the required hours for the previous compliance period were not completed and the Ethics and/or Flood hours were applied back to the previous compliance period to bring my license current. Do those Ethics and/or Flood hours still count for the current compliance period?

**A:** No, the licensee has to take the Ethics and/or Flood hours, again, for the hours to be applied to the current compliance period.

**Q:** I took a professional designation course for credit (LUTCF, CPCU, CLU, AIE, etc) but did not tell the provider that I wanted to receive CE credit. How do I make sure that those credits are applied to my transcript?

**A:** If you did not indicate to the provider that you wish to receive CE credits, then you may submit them yourself. Send a copy of your course completion certificate along with payment (\$1.00 per credit hour) to Prometric. The list of designation

courses that qualify for self-reporting are found in the Licensee Handbook. You may locate the number of credit hours for the course by going to [www.prometric.com](http://www.prometric.com) and using the Approved Course List lookup function.

**Q:** I took an approved Flood course through FEMA but do not see it posted on my transcript. Does FEMA report those credits to Prometric?

**A:** FEMA should have provided 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. Please contact FEMA if you did not receive this information.

**Q:** When is my CE Compliance Date?

**A:** Your CE Compliance date is determined by your month and either an even or odd year of birth. The Compliance Date is the last day of the month in which you were born. For example, a person born in May of 1960 will be required to complete CE by May 31, 2008, 2010, 2012 and so on. A person born in June of 1961 will be required to complete CE by June 30, 2009, 2011, 2013 and so on.

(Note the number of hours required during the pro-rated biennial period varies according the licensee's birth month and year. Please click (here) to review the prorated biennial conversion chart.)

**Q:** Prometric does not show my CE hours and I completed the CE course(s) more than 30 days ago. What do I do?

**A:** The CE Providers are required to submit course hours within 15 days after course completion and Prometric has 15 days to process the credits. Based on the time that has elapsed, it appears the CE Provider has not reported the course credits. Please contact your CE Provider.

Do **not** fax, email or mail CE course completion certificates to the Department or Prometric since we cannot process them. Only the CE provider can report the credits to Prometric.

**Q:** Prometric does not show my CE hours and I completed the CE course(s) either less than 30 days ago or within the last few days before the end of my compliance period. What do I do?

**A:** Please wait at least 30 days after the date of course completion to allow the CE Provider to report the course hours to Prometric and for Prometric to post the credit. If the hours still do not show, please follow-up with your CE Provider to verify the hours were reported.

Do not fax, email or mail CE course completion certificates to the Department or Prometric since we cannot process them. Only the CE provider can report the credits to Prometric.

**Q:** Can I fax my course completion certificates to NCDOT?

**A:** No, the Department has contracted with Prometric to handle CE administration. Please do not fax certificates to Prometric, as Prometric cannot process them. Prometric's system relies on the CE Provider to report course credits via either online roster submission or by mail.

Please wait at least 30 days after the date of course completion to allow the CE Provider time to report the course hours to Prometric and for Prometric to post the credit. If after 30 days the hours still do not show, please follow-up with your CE Provider to verify the hours were reported.

**Q:** When will the Department reinstate my license? I completed the credits but they still are not showing on my transcript.

**A:** The Department cannot reinstate a license until the deficit CE hours have posted to the licensee's CE transcript. Please contact your CE Provider to verify when the credit hours were reported. When you see the deficit hours post to your transcript, contact the Department to request reinstatement.

**Q:** I called my CE Provider and the Provider stated my credit hours were reported to Prometric over 30 days ago. What do I do?

**A:** Please email to [asdce@ncdot.net](mailto:asdce@ncdot.net) the provider number, course name, course number, date of course (all found on the Course Completion Certificate) and the date the Provider submitted the course hours to Prometric.

**Q:** I received an exemption for my current compliance period due to medical issues or military service, but I still completed some CE hours. Will these hours carryover to my next compliance period?

**A:** Yes, the CE hours will carry over from one biennial period to the next.

**Q:** Do carryover hours ever expire?

**A:** Any hours taken in excess of the CE requirement will continue to carry over from one biennial period to the next. Excess Flood and Ethics credit hours can only carry over as General credit hours.