



VIRGINIA INSURANCE CONTINUING EDUCATION BOARD

Prometric • 1260 Energy Lane • St. Paul, MN 55108
Toll-free: 800.482.2366 • Fax 800.735.7977

NOTICE: OUR RECORDS INDICATE THAT YOU HAVE NOT YET COMPLIED WITH VIRGINIA INSURANCE CE REQUIREMENTS. YOU WILL LOSE YOUR INSURANCE LICENSE(S) IF YOU FAIL TO COMPLY WITH THE LAW.

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Anytown VA 11111

XXX-XX-1111

November 1, 2008

According to information provided to the Board by its administrator, Prometric, as of October 24, 2008, you have not filed proof of completion and claimed credits of a sufficient number of credit hours, or filed an age exemption or waiver under Virginia's Insurance Continuing Education (CE) law for the biennium that will end December 31, 2008. By law, the Board is required to provide all agents whose records indicate noncompliance with at least 45 days warning before the end of the biennium so that the agents will have ample opportunity to acquire the necessary credits or submit other necessary documentation.

FAILURE TO COMPLY WITH VIRGINIA'S CONTINUING EDUCATION REQUIREMENTS WILL RESULT IN TERMINATION OF YOUR LICENSE(S).

All of the agent requirements are contained in the Virginia Insurance Continuing Education Handbook that has been mailed to you. If you did not receive a CE Handbook, you may contact Prometric at the number provided below, or you may view and download the CE Handbook from Prometric's Web site at www.Prometric.com/CE/vaceprod.htm. A list of approved courses and other important information is also available at the Web site.

As stated in the CE Handbook, **you must complete all courses on or before December 31, 2008**, and you must claim your credits by using the Prometric Web site. Credits must be claimed and Prometric must **receive** the nonrefundable \$15 filing fee (if not previously paid during this biennium) by March 2, 2009. The requirement to complete all courses by December 31, 2008 also applies to the completion of examinations required for self-study courses. Late submissions will be accepted until March 31, 2009, but you must pay a nonrefundable late filing penalty of \$250 in addition to the regular \$15 filing fee (if not previously paid during this biennium). **On or about April 15, 2009 the Bureau of Insurance will send pre-termination notices to those who are not compliant. Agents may still claim credits within 30 days of the notice with the payment of a nonrefundable \$500 penalty fee in addition to the \$15 processing fee, if not already paid. However, this new procedure does not provide additional time for you to complete the required number of continuing education hours for your license(s). All courses must be completed by December 31, 2008.**

Agents who fail to provide the necessary proof of compliance by claiming their credits so that it is RECEIVED BY PROMETRIC by the March 2, 2009, deadline (or the March 31, 2009 deadline with payment of the additional nonrefundable \$250 late filing penalty) will, by law, have their noncomplying license(s) terminated by the Bureau of Insurance. Resident agents wishing to become re-licensed in Virginia will be required to complete the pre-licensing examination before being permitted to reapply for licensure. In addition, applicants will be prohibited from reapplying for a period of 90 days after license termination unless they choose to pay the nonrefundable \$1,000 administrative penalty that will allow them to bypass the 90-day waiting period.

You may check your compliance status by calling Prometric at **800.482.2366**. Once you have reached compliance, we suggest that you verify that the Bureau's records were updated correctly on its website at <http://www.scc.virginia.gov/division/boi/external/app/agentlookup/>.

Mail your proof of compliance to:

Prometric
ATTN: Virginia CE Filing
1260 Energy Lane
St. Paul, MN 55108

If you have questions, contact Prometric:

Phone: **800.482.2366**
E-mail: **CE-Services@Prometric.com**
Web site: **www.Prometric.com/CE/vaceprod.htm**

SEE FAQ'S ON REVERSE SIDE

FREQUENTLY ASKED QUESTIONS FOR RESIDENT AGENTS

For full details on requirements, fees and deadlines, refer to the Virginia Insurance Continuing Education Handbook which has been mailed to you. It is available on Prometric's Web site at: www.prometric.com/CE/vaceprod.

As a resident agent, when must I complete my CE courses?

For the 2007-2008 biennium, courses must be completed on or before December 31, 2008.

What are the compliance credit requirements?

You must complete at least 16 hours of CE if you hold one license type, and 24 hours with at least 8 hours in each license type if you hold two or more licenses, and ensuring that two hours qualify as "Law and Regulations" credits. Of those credits, no more than 75 percent of your credits for the biennium may come from courses sponsored and given by insurance agencies or insurance companies. Life/Annuities and Health are considered one license type.)

Where can I find information about approved courses?

On the right hand side of the Virginia CE agent page at <http://www.prometric.com/CE/vaceprod>, select CE Services Online and Approved Course List on the next page. You can tailor your request to specify the number and type of credits as well as the presentation method.

What is the fee?

A processing fee of \$15 is payable once in the biennium. It may be paid at any time but credits cannot be claimed for activation until the fee is paid. You may pay by check or by credit card authorization. You may also pay the fee using CE Services Online using Visa, MasterCard or American Express.

What is the filing deadline?

Credits must be claimed and the \$15 processing fee (if not paid earlier) must be **received** by Prometric on or before March 2, 2009. After that credits may still be claimed until March 31, 2009 with a \$250 penalty fee required in addition to the \$15 processing fee.

Must I wait to pay my fee until all my courses are completed?

No. Agents are encouraged to submit and pay their fees early. By paying well ahead of December 31, 2008 agents can concentrate on completing courses and then claiming them.

Can I receive an extension or waiver for special circumstances?

Extensions are not permitted. Partial or full waivers may be granted but only in very narrow circumstances. Agents called to active military duty are eligible for waivers. See the Handbook page 20 Question 34. Requests must be in writing and thoroughly documented. See the Handbook for details.

What are the consequences of noncompliance?

Your license(s) will be **terminated** effective September 1, 2009. You will be required to re-apply for the license(s) and re-take the licensing exam(s). You must wait for 90 days to re-apply unless you choose to pay a \$1,000 administrative penalty to have that waiting period removed.

How can I check on my compliance status?

You can do so online at <http://www.prometric.com/CE/vaceprod> using CE Online Services or you may email Prometric at pro.ce-services@prometric.com or call 800.482.2366.