Q: How do I verify my continuing education and see the courses I have completed?

A: Your current CE transcript is available to you online at www.sircon.com (click on “Lookup Education Courses or Transcript”).

If you have any questions regarding the information posted on your CE transcript or any other general CE questions, contact Prometric at 1-866-241-3121.

Q: I am an active North Carolina resident Producer/Adjuster. Why can't I pull up my CE transcript online?

A: If you have an active North Carolina resident license, your current CE transcript is available to you online at www.sircon.com (click on “Lookup Education Courses or Transcript”). However, there are a few situations 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 for North Carolina (only non-resident Adjusters who adopted North Carolina as their domicile state for licensing purposes and who took the North Carolina Adjuster examination 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: How do I correct my Date of Birth (DOB)? I don’t think you have the correct Date of Birth for me because:

A: If the Date of Birth displays incorrectly on the licensee record, please send an email to asdce@ncdoi.gov with your NPN, your full name, correct DOB and a copy of your driver license. Please allow 14 days for your license record and CE transcript to be updated.

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 each biennial compliance period. All licensees that hold property, casualty, and/or personal lines of authority and all Adjusters are required to complete 3 hours of Flood during the first compliance period after the license is issued and then every other biennial compliance period (every four years) thereafter.

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: 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, 2016, 2018, 2020 and so on. A person born in June of 1961 will be required to complete CE by June 30, 2017, 2019, 2021 and so on.

Q: If I hold life and health lines of authority, do I only take life & health courses to meet my CE requirement? If I hold property and casualty lines of authority, or an Adjuster license do I only take property and casualty courses to meet my CE requirement?

A: CE courses are categorized as “General”, “Ethics” and “Flood”. Licensees can take any CE course approved for insurance CE credit to meet the CE requirement.

To meet the Ethics requirement, the course completed must be categorized as “Ethics”.

To meet the Flood requirement, the course completed must be categorized as “Flood”.

Q: I hold more than one license. Is the requirement 24 hours of CE for each license?

A: No. The total number of CE hours required to be completed is 24.

Q: How do I find approved CE providers and/or approved CE courses?

A: You can look up approved providers and courses online at www.sircon.com. Click on “Lookup Education Courses or Transcript” and then use the “Approved Providers Inquiry” and/or “Approved Courses Inquiry” functions.

You may also use the “Available Course Offerings Inquiry” function for a more specific search.
If you have any problems or questions about finding courses, contact Prometric at 1-866-241-3121.

Q: I am unable to complete my continuing education by my CE compliance date. Can I request an extension?

A: Yes. 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 $75.00 administrative fee.

To request a 30-day extension, complete the extension request form found at https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx and submit to Prometric with the $75.00 administrative fee.

Q: I am unable to complete my continuing education by my CE compliance date due to medical issues. What can I do?

A: A licensee that is unable to complete continuing education due to long-term medical disability may request a waiver from the CE requirement for that compliance period the medical issues occurred.

Complete the waiver request form found at https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx and submit to Prometric with a letter from your doctor and any other supporting documentation. No fees are required.

Prometric will send written confirmation to the licensee advising if the request was granted or denied. Do not assume the waiver has been granted until written confirmation is received.

If a licensee finds that a waiver is needed for future compliance periods due to continued medical issues, the licensee must re-apply for the waiver during each compliance period it is needed.

Q: I am unable to complete my continuing education by my CE compliance date due deployment with the military. What can I do?

A: A licensee that is unable to complete continuing education due to active military service may request a waiver from the CE requirement for that compliance period the medical issues occurred.

Complete the waiver request form found at https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx and submit to Prometric with a letter from your doctor and any other supporting documentation. No fees are required.

Prometric will send written confirmation to the licensee advising if the request was granted or denied. Do not assume the waiver has been granted until written confirmation is received.

If a licensee finds that a waiver is needed for future compliance periods due to continued active military service, the licensee must re-apply for the waiver during each compliance period it is needed.
Q: I heard that once I turn 65 years of age I no longer have to complete continuing education. Is this true?

A: No. CE waivers based on age, years of licensure and professional designation/inactive agent status are no longer issued.

CE waivers are only issued for medical or active military service.

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 submit the reinstatement request form along with valid payment information.

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’s CE transcript and the reinstatement fee has been paid through Prometric will the license be reinstated. If your appointments are terminated, you will have to contact your companies to be re-appointed.

Until CE is completed and the reinstatement fee is paid, 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.

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 the extension request form, supporting documentation and the $75.00 administrative fee.

The extension request form may be found at https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx.

Q: If my license is expired, could I still request a waiver due to medical issues or active military service?

A: Yes, provided the medical issues or active military deployment occurred during the compliance period for which you are requesting a waiver. Then you could receive a waiver for that compliance period.

Complete the waiver request form found at https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx.
For medical, submit the waiver request form to Prometric with a letter from your doctor and any other supporting documentation. No fees are required.

For active military, submit the waiver request form to Prometric with a copy of the deployment orders from the United States Department of Defense. No fees are required.

Prometric will send written confirmation to the licensee advising if the request was granted or denied. Do not assume the waiver has been granted until written confirmation is received.

If a licensee finds that a waiver is needed for an additional compliance period due to continued medical issues or active military service, the licensee must re-apply for the waiver during each compliance period it is needed.

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 submit the reinstatement request form along with valid payment information.

Until CE is completed and the reinstatement fee is paid, the license remains expired 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: 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.sircon.com](http://www.sircon.com) and using the Lookup Education Courses or Transcript 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: 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 NCDOI?

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 and the reinstatement fee has been paid*. Please contact your CE Provider to verify when the credit hours were reported. When you see the deficit hours post to your transcript, submit the reinstatement request form along with valid payment information.

*This only applies if the CE hours are completed within 120 days or 4 months after the CE compliance date.

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 contact the Department at (919) 807-6800. Please have available 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: How many CE hours can I carry over from one compliance period to the next? And do carry over hours ever expire?

A: All hours in excess of the CE requirement will carry over from one compliance period to the next. There is not a limit to the number of hours that can be carried over and the hours do not expire.

Excess Flood and Ethics credit hours can only carry over as General credit hours.