Wisconsin Office of the Commissioner of Insurance
Continuing Education Program

Licensee Related Frequently Asked Questions

These frequently asked questions are presented for information purposes only. The intent is to help licensees with frequently asked questions regarding the licensee continuing education requirement. This information is a summary of the Rules and Regulations noted in Chapters 28.01 to 28.05, Wis. Adm. Code.

General CE Requirements

1.1 What are the specific continuing education requirements for the State of Wisconsin?
Each licensee (in any of the major lines of property, casualty, life, or accident and health insurance and the limited lines of auto) shall be required to complete 24 credit hours of approved continuing education every two years. Three (3) of the required continuing education hours must be devoted to the ethics of insurance. Approved ethics courses will be specifically identified on SBS’s website. Licensees can view their transcripts on the SBS site.

1.2 When is the continuing education due?
Evidence of the completion of continuing education must be BANKED on behalf of every licensee before their assigned expiration date to avoid license cancellation. By law, providers have 10 days to bank your credits following completion of a course; therefore, licensees need to schedule accordingly. Licensees should not wait until the last few weeks of a reporting period to complete their requirements.

1.3 How is the completion of the continuing education reported to the Office of the Commissioner of Insurance (OCI)?
The law requires that all approved providers of continuing education submit course completion information within 10 days of completion. Course completions should be submitted directly to SBS at https://auth.naic.org/login/. Agents are advised to retain course completion certificates in the event that a discrepancy occurs.

Non-Resident Requirements

2.1 I am a non-resident licensee of Wisconsin. How does this requirement affect me?
All states currently have continuing education requirements in place. Wisconsin receives license compliance data electronically; therefore, non-residents are not required to supply OCI with evidence of completion of continuing education in their home state.

Courses and Credits

3.1 What types of courses must I take?
Licensees may fulfill their continuing education requirements by earning the required credit hours from approved classroom, correspondence, self-study, or online courses taught in any or all of the major lines of business and limited line of automobile.
3.2 Can I carry over course credit?
Excess credit hours accumulated during any biennium may not be carried forward to the next biennium. Courses are counted and banked in the order they are completed.

3.3 Can I duplicate courses?
If the exact same course is duplicated during a compliance period, credit from that course will only be awarded once towards your CE requirement.

3.4 Can anyone take self-study courses in Wisconsin?
Correspondence, self-study, and online continuing education courses are available as long as they are approved and included successful completion of a certified proctored examination.

3.5 Can I receive credits towards my CE requirement if I am an approved instructor?
Yes, instructors of approved continuing education courses may receive the same credit hours as a person enrolled in the course. However, due to the duplication rule, credit will only be awarded once during a compliance period.

Compliance Status and Transcripts

4.1 When and how can I receive written notification of my continuing education compliance status?
If you are a resident licensee required to complete continuing education, a separate notice is sent to those persons who are deficient in course credits 90 days prior to their expiration date showing the number of credits banked and instructions on how to access their transcript as well as current course offerings at https://sbs.naic.org/solar-web/pages/public/stateServices.jsf?dswid=-5527&state=WI.

4.2 Can I obtain a transcript prior to or after receipt of this mailing?
To view/print your most current Licensee Continuing Education Transcript, log on to http://www.statebasedsystems.com/EdTranscript.htm. The transcript will permit you to take any action that is necessary to add, delete, or change information that is inaccurate. To correct data discrepancies, you are required to contact your continuing education provider(s) directly. These discrepancies can only be resolved between you and the provider.

4.3 Is there a toll-free number I can use to obtain verbal information regarding my continuing education status?
Yes, you can contact Prometric at 866-644-9505 Monday through Friday 8 am through 9 pm Eastern Standard Time.

CE Enforcement/Non-Compliance

5.1 What happens if I have completed my required 24-credit requirement but the credits were not BANKED by the provider before my expiration date?
You will receive a notice from OCI advising you that your license has been cancelled. Following cancellation, a streamlined reapplication process for residents who reapply with 12 months of a license being cancelled for nonpayment of renewal fees or noncompliance with continuing education is available. The application materials are available at https://oci.wi.gov/. All continuing education credits must be BANKED prior to reapplying.

5.2 What happens if I have not completed my required 24-credit requirement by my expiration date?
You will receive a notice from OCI advising you that your license has been cancelled. Following cancellation, a streamlined reapplication process for residents who reapply with 12 months of a license being cancelled for nonpayment of renewal fees or noncompliance with continuing education is available.
The application materials are available at [https://oci.wi.gov/](https://oci.wi.gov/). All previous continuing education requirements would need to be met and the credits BANKED prior to reapplying.

**Waivers**

**6.1 Can my CE requirement be waived?**

Your CE requirement may be waived in writing by the Commissioner for good cause. “Good Cause” includes long-term illness or incapacity, serving in the US military on active duty outside of the state of Wisconsin during a substantial part of the compliance period, and other emergency situation deemed appropriate by the Commissioner.

Requests should be made in writing no later than 90 days before the end of the compliance period using the Request for Waiver of Continuing Education Requirements form (OCI 11-917) located at [https://oci.wi.gov/Documents/OCIForms/11-917.pdf](https://oci.wi.gov/Documents/OCIForms/11-917.pdf).

Within 30 days of receipt of the waiver request, the Commissioner will act upon the request and provide written notice of the decision to the licensee. Should the waiver be approved, it will only be valid for one compliance period.