



## Wisconsin Office of the Commissioner of Insurance Provider Related Frequently Asked Questions

These frequently asked questions are presented for information purposes only. The intent is to help providers with frequently asked questions regarding the provider application and pre-licensing course approval.

### **General Requirements**

#### **1.1 What insurance law covers prelicensing education requirements?**

Section Ins 26.04 (1), Wis. Adm. Code., requires each applicant for a property, casualty, personal lines P&C, life, or accident and health insurance license to complete, not more than one year earlier than the examination date, at least 20 hours of the preliminary educational program.

#### **1.2 How can I become an approved provider?**

An application must be submitted via SBS. A link to the application can be found at: <https://sbs.naic.org/solar-web/pages/public/ce/provider/providerApplication>. Complete and submit this form. Make sure to change the Education Type to Pre-Licensing. If you require assistance using this site, please contact SBS at (816) 783-8990 or by email at [sbshelp@naic.org](mailto:sbshelp@naic.org).

### **Provider Responsibilities and Fees**

#### **2.1 How much does it cost to become a provider?**

The initial application fee to be paid by each licensed provider is \$45. The biennial regulation fee is \$45. Wisconsin governmental bodies, such as universities and technical colleges, are exempt from these fees. Fees may be paid via credit card, check or money order.

#### **2.2 What fees are applicable for course approval and renewal?**

The fee to be paid for each initial course submission by each provider is \$9 per credit hour. The renewal fee is \$8.75 per credit not to exceed \$35. Fees may be paid via credit card, check or money order. SBS Course upload fees are \$1 per credit hour per student (this applies to pre-licensing courses.)

#### **2.3. What is the provider/course expiration of approval?**

Program approval expires every 24 months from the date of approval.

#### **2.4. Do I need evidence of prior approval or exemption by the Education Approval Board (EAB)?**

No. On July 6, 2011, EAB notified the Office of the Commissioner of Insurance that it will no longer be overseeing and approving insurance prelicensing schools.

#### **2.5. How long does it take to get a provider or course approved?**

A decision on approval of an application will be made no later than 30 days following the receipt of the completed application and all information required.

#### **2.6. What are the responsibilities of an approved provider?**

An approved provider must comply with all requirements established under Chapter Ins 26, Wis. Adm. Code (<http://oci.wi.gov/wisrules.htm>).

## **Course Requirements and Regulations**

### **3.1. What is the maximum number of credit hours allowed for a course?**

A course must be submitted and approved for 12 hours identified in Chapter Ins 26 as Section B for each of the lines of property, casualty, personal lines P&C, life or accident & health. All courses must be approved as a whole not in combination. Even if the content is the same for Section A (8 hours credit), the provider must submit the information with every course.

### **3.2. What is the equivalent of one credit hour?**

A credit hour means a period of study, included as a part of a course, consisting of no less than 50 minutes of classroom instruction, or 4500 words per credit hour for correspondence, self-study, or online course.

### **3.3. Are self-study courses eligible for approval?**

Yes. Correspondence, self-study, and online courses may be approved if they meet the criteria under s. Ins 26.06, Wis. Adm. Code, and the subsequent courses requirements in appendices 1 to 4, and include a successful completion of a certified proctored examination. The examination must consist of a minimum of 25 questions for section A and 50 questions for section B of each major line of authority. A passing score of 70% or greater is required on each examination.

### **3.4. What is a proctor?**

An approved proctor is an impartial, disinterested third party or currently licensed agent with no family or financial relationship to the student. The proctor must verify the agent's identity and complete an affidavit supplied by the approved provider testifying that the agent received no outside assistance. Providers of correspondence, self-study, and online courses are responsible for collecting and retaining completed affidavits.

### **3.5. Do I need to provide a Certificate of Prelicensing Education upon completion of the course?**

Yes. Each provider must provide an original certificate of prelicensing education to each student upon satisfactory completion of the course. Additional individual certificates must be provided to a student upon request at no additional cost. The certificate must contain the minimum wording and format as prescribed by Chapter Ins 26, Wis. Adm. Code – Appendix 5.

## **Course Offering Information**

### **4.1. What are the requirements for listing the course offering?**

The provider must report the time, date, location, and instructors of each classroom program on SBS at <https://auth.naic.org/login> no later than 10 days before the start of the course.

## **Instructor Information**

### **5.1. Does an instructor need to be approved?**

Yes. The instructor must be experienced and qualified in insurance and satisfy at least one of the requirement established in s. Ins 26.06 (2) (b), Wis. Adm. Code.

## **Course Completions**

### **6.1. What are the requirements for submission of course completion?**

A provider must submit in an electronic format the name, the last 4 digits of the social security number, home address, date of completion, type of class and date of birth of all persons who have completed the course. The list must be furnished within 10 days following the date of completion of the education programs. Providers can submit attendance rosters on SBS at <https://auth.naic.org/login>

Contact Information:

- SBS Technical Support by phone at (816) 783-8990 or by e-mail at [sbshelp@naic.org](mailto:sbshelp@naic.org).
- Office of the Commissioner of Insurance Contact the Agent Licensing Section by phone at (608) 266-8699 or by e-mail at [ociagentlicensing@wisconsin.gov](mailto:ociagentlicensing@wisconsin.gov).
- Prometric Contact Prometric by phone at (866) 664-9505 or by e-mail at [pro.ce-services@prometric.com](mailto:pro.ce-services@prometric.com).