



MASSACHUSETTS DIVISION OF INSURANCE TRANSITIONING TO SBS

On Friday, March 18, 2022, the Massachusetts Division of Insurance went live on State Based Systems (SBS), a web-based NAIC application that supports state insurance regulatory functions.

CHANGES FOR INDUSTRY:

- **All individual and current business entity (agency) license numbers changed to National Producer Number (NPN).** Click <https://nopr.com/help/look-up-your-npn> to find your NPN.
- All Massachusetts appointments and terminations must be submitted via NIPR.
- All active companies were assigned a new Massachusetts Company Number. Look up your new Company Number using the free [Lookup tool](#) on the SBS website. Your NAIC Company Number (NAIC CoCode) remains the same.
- All licensees requiring Continuing Education (CE) when renewing their Massachusetts insurance license must be CE Compliant before submitting their renewal application. Use the "[Print Education Transcript Button](#)" at www.statebasedsystems.com to review your CE requirements and compliance status.
- Massachusetts Provider Numbers and Course Numbers are no longer be preceded by a letter. Use the free [Lookup tool](#) to find your new Provider and Course Number.

FREE, NEW ONLINE TOOLS

Launch Page: Find contact information and links to all SBS tools available on the launch page.

Lookup: A free public lookup tool to view a variety of individual, business entity and company information such as National Producer Number (NPN), license status, license expiration date, NAIC CoCode, and much more.

SBS for Organizations: SBS allows organizational users to use a single ID and password to complete important license administration functions.

License Manager:

- **View License Information:** Users can verify a licensee license information such as NPN, license status, license expiration date and much more.
- **Print Your License:** SBS provides free unlimited license printing for licensees.
- **Update Email Address:** Licensees and business entities may view and update email addresses in real-time through this online tool.

Questions? Contact the NAIC Service Desk via sbshelp@naic.org or (816) 783-8990.

SBS FOR ORGANIZATIONS

Using SBS for Organizations allows License Administrators, Companies, Independent Review Organization (IRO) Representatives, and Education Providers to collaborate and share information with insurance regulators.

How to Sign Up

Step 1: Go to www.statebasedsystems.com.

Step 2: Select applicable jurisdiction from the Jurisdiction dropdown and click "Sign up for SBS for Organizations."

Step 3: Follow the prompts to create your user account.

Step 4: Login to SBS.

Step 5: *Add entities (licensee, companies or education providers) using the instructions listed below.

Step 6: Simplify your business processes using SBS.

* License Administrators are required to provide the licensee last name, National Producer Number (NPN) or license number and the licensee SSN last 4. A fee of up to \$5.95 is applied per licensee per state.

Company, IRO and Education Provider representatives are required to use a unique PIN number associated to each company, IRO or education provider. PIN numbers will be emailed to each company, IRO or education provider on Friday, 03/18/2022, using their business email address currently on file.

The screenshot shows the SBS website home page. At the top left is the NAIC logo (National Association of Insurance Commissioners). To its right is a navigation menu with items: Home (1), Software Services (2), About Us (3), News (4), Contact Us (5), and Help (6). Below the navigation is a hero banner with the SBS logo and the text "Hassle-free tools that make insurance compliance easy and reliable". On the right side of the banner is a "Select your jurisdiction:" dropdown menu (7) with "Select One" as the selected option. Below the banner are two main sections: "LICENSING QUICK CENTER" and "STATE SERVICES". The "LICENSING QUICK CENTER" contains eight icons with numbered callouts: SBS (8), Print License (9), Print Education Transcript (10), Report Generator (11), NIPR (12), Renew License (13), Attachment Warehouse (14), and Update Contact Information (15). The "STATE SERVICES" section contains a dropdown menu (16) with "Select One" as the selected option and the text "Select a jurisdiction to see a full list of its available services."

- 1 **SBS Home Button:** Return to the SBS website home page.
- 2 **Software Services Dropdown:** Select the dropdown to find a list of services SBS offers for regulators, companies, licensees and consumers.
- 3 **About Us:** Learn about State Based Systems and the states served by SBS.
- 4 **News:** View headlines of SBS events.
- 5 **Contact Us:** Submit a question, find assistance in the support center or contact the SBS Service Desk.
- 6 **Help:** See helpful text and PDF training guides related to SBS services and industry tools.
- 7 **Jurisdiction Dropdown:** Select your jurisdiction to view the SBS industry services available in your state. **Lookup:** A free public lookup tool to view a variety of individual, business entity and company information such as National Producer Number (NPN), license status, license expiration dates and more.
- 8 **Print License:** Use License Manager to view license information and print your license and your education transcript.
- 9 **Print Education Transcript:** Use License Manager to view license information and print your license and your education transcript.
- 10 **Report Generator:** Use Report Generator to download lists of licenses.
- 11 **Apply for a License:** Use NIPR.com to apply for an original license.
- 12 **Renew License:** Use NIPR.com to renew your license.
- 13 **Attachment Warehouse:** Use NIPR.com Attachment Warehouse to upload attachments pertaining to your license application or existing license.
- 14 **Update Contact Information:** Use NIPR.com Contact Change Request to update your contact information include physical addresses, email addresses and phone numbers.
- 15 **State Services:** Select your jurisdiction from the dropdown to view a full list of SBS services.

SBS Support Center: Visit the SBS Support Center for more information and PDF training guides on all SBS tools.

NAIC Service Desk: For additional help, contact the NAIC Service Desk via sbshelp@naic.org or (816) 783-8990.