

AGENT SERVICES

CONTINUING EDUCATION EXTENSION AND EXEMPTION FAQs

Many licensees are not aware that NC Continuing Education (CE) rules afford them an opportunity to request an extension (additional time to meet CE) or request an exemption due to medical or military reasons. The extension request procedure was designed for agents to avoid license expiration due to non-compliance with CE.

Following are some FAQs to help anyone who may qualify for an extension or an exemption.

Q. How can I request additional time (an extension) to complete CE?

A. No sooner than 30 days before the end of the compliance period and no later than the last day of the compliance period, complete the "Request for Continuing Education Extension" form found at: <https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx>. Submit the completed form to Prometric along with an administrative fee of \$75.00. You may verify that your extension is in place by viewing your CE transcript. The extension is valid for 30 days after your compliance period ends.

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. The "Request for Continuing Education Extension" form may be found at: <https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx>.

Q. How can I request a CE exemption (or waiver) for medical or military reasons?

A. Please complete the "Request for Military or Medical Waiver" form found at: <https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx>. Submit the completed form to Prometric with the proper documentation: If you are approved for a medical or military exemption, you are not required to take the mandatory ethics and flood hours. You will receive written confirmation from Prometric advising if the exemption has been granted or denied.

Q. Are there any other exemptions from CE available?

A. As of October 1, 2010, CE exemptions are only issued for military or medical reasons.

CE exemptions based on age (65 years or older), years of continuous licensure (at least 25 years) and professional designation or inactive agent status are no longer issued. Anyone issued this exemption prior to October 1, 2010 will continue to be exempt from the 24-hour requirement and the mandatory hours in ethics and flood (if applicable).

A number of agents contacted the Agent Services Division and voiced concern that they had never been notified that the Department had eliminated the exemption for AGE. As a result, agents who qualified for the AGE exemption on or before December 31, 2011 were allowed to apply and obtain the exemption.

Please let your appointed agents and adjusters know about these CE features. If you have any questions, please review the licensee handbook found at: <https://www.prometric.com/en-us/clients/ce/Pages/ncceprod.aspx> or call Prometric at (866) 241-3121.