

AGENT SERVICES

TO: All Interested Parties

FROM: Agent Services Division
North Carolina Department of Insurance

DATE: April 1, 2014

RE: Address Maintenance Tool for Licensees

Agent Services Division and Pearson VUE are very pleased to announce the implementation of a new online contact information maintenance system through State Based Systems (SBS). Contact information updates to the license record are completed in real time and can be performed 24/7. This new SBS online tool will allow North Carolina licensed individuals and business entities to view current license record contact information and make changes to address information, e-mail addresses, and phone numbers. In addition, insurance companies are able to update their Producer Licensing company contact information.

While utilizing the SBS online address maintenance tool, contact information on the license record is visible so the particular information that needs to be edited can be selected. When the updated information is reviewed and submitted by the user, the data populates directly into SBS and updates the license record.

The following link is now active to update contact information and is available on the Department's website on the Agent Services Division home page under Online Services for Licensees:

<https://sbs-nc.naic.org/Lion-Web/html/external/addressMaintenance/search.jsp>

Agent Services Division and Pearson VUE hope that licensees will find this new address maintenance tool easy to use and helpful in keeping contact information current.

Please call the North Carolina Licensing Office of Pearson VUE at [866-265-6329](tel:866-265-6329) if you have any questions on the contact information update process.