

FAQ'S FOR BAIL BOND RENEWAL PROCESS

Q. How do I renew my Bail Bond License?

A. April 1, 2016, you will receive an email from North Carolina Licensing Office of PearsonVUE. In order to complete the renewal process for your bail bondsman license(s); you are required to pay your renewal fee(s), complete a renewal application, pay the fingerprint fee, submit the Electronic Fingerprint Submission Release of Information form signed and dated by the official taking fingerprints, submit your fingerprints electronically, submit proof of residency, and take continuing education (CE) to keep your current license(s) active. The process is electronic through the North Carolina License Management System.

Q. How long will my license be renewed for?

A. Your license will be renewed for one year (July 1st to June 30th)

Q. When will the renewal notices be mailed this year?

A. All renewal notices will be sent via e-mail so it is important that your e-mail address is kept current. The e-mail will be sent on April 1, 2016, if you did not receive the e-mail on that date, please check your junk/spam mailbox to ensure that it did not go there by mistake.

Q. What is required to renew my license?

A. 2016 renewal requirements pursuant to North Carolina General Statutes, Chapter 58, Article 71 are:

- A complete renewal application
- Provide two proofs of North Carolina residency
- Submission of the Electronic Fingerprint Submission Release of Information form signed and dated by the official taking a complete set of fingerprints
- Pay all fees including fee to cover the cost of conducting the criminal history record check
- CE (3 hours)

Q. Where do I go to enter my Renewal Application?

A. On April 1 2016, you will be sent an email from North Carolina Licensing Office of Pearson VUE reminding you that it is time to renew your application. The email will contain a link to the NC License Management System:

<https://i7lp.integral7.com/durango/do/login?ownername=ncdoi&channel=nodi&basechannel=default> .

If you do not see the email in your inbox, check your junk/spam mail box.

Q. What are acceptable forms of proof residency?

A. Proof of Residency. – An applicant for a license as a bail bondsman or runner shall provide to the Commissioner at least **two** of the documents listed as proof of residency in this State. Subject to rules adopted by the Commissioner, an applicant may be required to provide additional documentation. The permissible documents are:

- (1) A pay stub showing the applicant's residential address in this State.
- (2) A utility bill showing the applicant's residential address in this State.
- (3) A written lease agreement or contract for purchase and sale signed by the applicant and for a residence located in this State.
- (4) A receipt for personal property taxes paid by the applicant to a North Carolina unit of local government.
- (5) A receipt for real property taxes paid by the applicant to a North Carolina unit of local government.
- (6) A monthly or quarterly statement showing the applicant's residential address in this State and issued by a financial institution for an account held by the applicant.

Q. How can I submit my fingerprint documents and what is the accepted method?

A. The only document required is the Electronic Fingerprint Submission Release of Information form. The preferred method of submission is for you to scan the document and attach it to your on-line renewal. If you are unable to do that, you may either fax to 919-313-4706 or you may mail to:

Post Office Remittance Address:

Pearson VUE-North Carolina Dept. of Insurance
PO Box 14209
Raleigh NC 27620

Overnight Mail:

The North Carolina Licensing Office of Pearson VUE
3128 Highwood's Blvd., Suite 260
Raleigh NC 27604

Q. How long does it take for my fingerprints results to be received?

A. Fingerprint results can take as few as 14 days, but as long as 6 weeks. Your license will be renewed as long as your Electronic Fingerprint Submission Information Form signed and dated by the official taking your complete set of fingerprints is submitted with your license renewal application and other license renewal requirements.

Q. What fees should I submit with my Renewal Application?

- For a Surety Bail bondsman the fee is a \$100 licensing fee, a \$38 fingerprint fee and a \$40 Pearson VUE renewal processing fee = total fees \$178
- For a Professional Bail Bondsman the fee is a \$100 licensing fee, a \$38 fingerprint fee and \$40 Pearson VUE renewal processing fee = total fees \$178
- For a Runner the fee is a \$60 licensing fee, a \$38 fingerprint fee and a \$40 Pearson VUE processing fee = total fee of \$138
- Holders of multiple bail bond licenses require all license renewal fees, but only ONE \$38 fingerprint fee and ONE \$40 Pearson VUE renewal processing fee.

Q. What method can I use to pay my license renewal fees online?

A. On-line you may use a debit/credit card (Visa, MasterCard, American Express, Discover card). If you prefer to pay by check or money order you must indicate that as your preferred method of payment, print a copy of the receipt that is provided and mail it to:

Post Office Remittance Address:	Overnight Mail:
Pearson VUE-North Carolina Dept. of Insurance PO Box 14209 Raleigh NC 27620	The North Carolina Licensing Office of Pearson VUE 3128 Highwood's Blvd., Suite 260 Raleigh NC 27604

The check or money order MUST be made payable to the North Carolina Department of Insurance. If the check or money order is not made out properly, you fail to provide a copy of the receipt with the check or money order, or you do not include all fees, this may result in a delay in processing your renewal application.

Q. How can I ensure that I am compliant with my CE?

A. As part of the on-line renewal application you will also be informed of whether or not your CE credits have been submitted and you have fulfilled the 3 hour requirement or if you are exempt from the CE requirement. If the information displaying in your bail bond renewal application is not correct, the NC Licensing Office will be happy to assist you. Please contact the NC Licensing Office and provide the date that you completed the CE course and the CE provider, and they will investigate and notify you when verified.

NOTE: If the individual was first licensed after January 1, 2016, they are exempt from the CE requirement for this renewal period only.

Q. Why hasn't my license been renewed, even though I submitted my application, proof of residency and paid the fees?

A. The two most common reasons are:

- That you have not submitted the Electronic Fingerprint submission release of information form. The fingerprint form must have your signature and the signature of the law enforcement official that took your fingerprints.
- That you have not completed the continuing education requirements. Continuing Education requirements must be submitted by the education provider you took the course from and issued you a *Certificate of Course Completion*. You must have completed the courses prior to June 30th, 2016.

Q. How will I know when my license is renewed?

A. You will receive an email informing you that your license has been renewed. In addition, you may check the SBS license lookup available on the Department's website <https://sbs-nc.naic.org/Lion-Web/jsp/sbsreports/AgentLookup.jsp> When your license renews, the license expiration date will reflect 6/30/2017.

Q. What happens if I have recently committed a crime?

A. This question is best referred to the NC Department of Insurance. Please contact Robert Cunningham at Robert.cunningham@ncdoi.gov or 919-807-6800 extension 1319848.

Q. What if I don't have a computer to access the online renewal?

A. If there is a library near you with a public computer, you will be able to access your email and complete the renewal process. If you are in the Raleigh area, you will be able to come to the Pearson VUE office, 3128 Highwood's Blvd., Suite 260, Raleigh, NC 27604. They will have a computer kiosk available for your use.

Q. Can I send in a paper application?

A. Renewals will need to be completed online; in the event that you do not have access to a computer you may go to a public library where you will be able to complete the renewal application. Pearson VUE customer service staff will be more than happy to walk you through the process step-by-step.

Q. Who do I make the check/money order payable to?

A. Checks or money orders MUST be made payable to North Carolina Department of Insurance.

Q. I've lost the address of where to mail my supporting documents to?

A. You may mail them to:

Post Office Remittance Address:

Pearson VUE-North Carolina Dept. of Insurance
PO Box 14209
Raleigh NC 27620

Overnight Mail:

The North Carolina Licensing Office of Pearson VUE
3128 Highwood's Blvd., Suite 260
Raleigh NC 27604

Q. Where do I fax documents to?

A. Your documents can be faxed to: 888-959-3010.

Q. Where is the North Carolina Licensing Office of Pearson VUE located?

A. That office is located at 3128 Highwood's Blvd., Suite 260, Raleigh.

Q. How do I update my addresses, phone numbers and email addresses?

A. Updates can be completed on the North Carolina License Management System.

1. Go to:

<https://i7lp.integral7.com/durango/do/login?ownername=ncdoi&channel=nodi&basechannel=default>

2. Log-in using the user name and password you created at the time of renewal

3. On the left panel select "Update Personal Info"

4. You may then update your addresses, phone numbers and email.

Q. Why do I have to renew online?

A. The online renewal process will expedite the renewal of your license and will result in efficient handling of all supporting documents. In addition, it has a positive affect on the environment as it will significantly reduce the amount of paper that is generated as a result of the renewal application process.

Q. What is the North Carolina Licensing Office of Pearson VUE?

A. Pearson VUE has been contracted by the North Carolina Department of Insurance, Agent Services Division (ASD) to perform all back-office administrative functions. No ASD staff were impacted by this outsource initiative. This enables ASD staff to be more available to perform the regulatory duties that are important to the protection of the life, health, safety and welfare of North Carolina citizens. Pearson VUE charges bail bond applicants/licensees a fee for any new and renewal application processing services.

Q. What are the office hours?

A. The North Carolina Licensing Office of Pearson VUE office hours are Monday – Friday from 8AM to 6PM

Q. Where is parking, is it free parking?

A. Parking is available free of charge at the North Carolina Licensing Office of Pearson VUE office.

Q. What if I didn't complete my 3 hours of CE by 6/30 what do I do?

A. If a bail bondsman or runner does not complete continuing education before June 30 of the license year, then the license(s) lapses effective June 30. You must reapply as if you never held a license, as described below:

- Submit a properly-completed application with fee, attachments and affidavits as required, and electronically submit fingerprints.
- Pass the state examination.

Q. Where do I go to have my fingerprints taken?

A. A list of approved service providers will be made available to you on the North Carolina License Management System upon completion of your renewal application and payment of your fees. If you have completed the renewal application and paid the fees you may access it by:

1. Log-in to the North Carolina License Management System at:
<https://i7lp.integral7.com/durango/do/login?ownername=ncdoi&channel=nodi&basechannel=default>
2. On the left panel, select "Download Center".
3. You will be presented with an option to print the Fingerprint Locations list

Q. Where do I get the fingerprint form?

A. You will have access to the Electronic Fingerprint Submission forms upon completion of the renewal application and payment of the fees. In order to access the form after completing the renewal and paying the fees:

1. Log-in to the North Carolina License Management System at:
<https://i7lp.integral7.com/durango/do/login?ownername=ncdoi&channel=nodi&basechannel=default>
2. On the left panel, select "Download Center".
3. Select to download and print the Electronic Fingerprint Submission form.

Why can't I access the Electronic Fingerprint Submission form prior to submitting my renewal and paying the fees?

A. NCDOT is requiring that the fingerprint fee, which is included in the total fees paid at the time of renewal, be submitted prior to providing access to the form. In the past, individuals have been fingerprinted and never applied for a license or a renewal. Because the fingerprint process was completed, the NCDOT was liable for payment of the fingerprinting fees to the NC State Bureau of Investigations (SBI) which resulted in lost revenues to the state.

Q. What if I don't want to renew my license what should I do?

A. Return the license(s) to NCDOT with a written request to cancel them. Be sure the request is signed. If you are unable to find your license(s), submit a statement requesting license cancellation. The statement must be signed and must indicate which licenses you wish canceled. Indicate your name along with your National Producer Number (NPN) or complete social security number.

Q. I scanned the documents and I can't find where I saved it on the computer?

A. Be sure that you name the file before saving, you can then save to your desktop or to a folder that you designated. If you are still unable to find the documents that you saved, you will need to scan the documents and save them under a new file name. Make note of the file name and the directory they were saved to.

Q. When is my renewal application submitted?

A. Your renewal application is not submitted until you complete the application, pay the fee and **CLICK THE SUBMIT BUTTON.**