

## AGENT SERVICES

**TO:** All Companies  
**FROM:** Etta Maynard  
**DATE:** September 1, 2010  
**RE:** E-Mail Address Requirement

It is a statutory requirement\* for all licensees to provide a valid email address to the NC Department of Insurance and to keep it up to date. If your licensed agents have not provided an email address, they will miss important communications. **It is imperative that you advise your agents to provide an email address** since Agent Services Division did not receive sufficient funding for postage to mail invoices, reminders, newsletters via USPS.

Instructions for **free** address update service for the various license types and situations:

**1. Individual Licensees Making Both Address Change and E-Mail Address Update**

Submit address change requests directly through the Address Change Request (ACR) function provided by the National Insurance Producer Registry (NIPR) through the following link: <https://pdb.nipr.com/ACR/SignIn>.

**2. Adjusters Not Licensed In Home State Making Either Address Change or E-Mail Update**

ACR is not currently available for these licensees. Submit the Address Change Form which is located under Applications and Forms on the Department's website [www.ncdoi.com](http://www.ncdoi.com) through the following link: <http://www.ncdoi.com/asd/documents/applicationsandforms/insurance/licensing/licensee%20change%20of%20address%20form.pdf> Scan and email the form to [ASD@ncdoi.gov](mailto:ASD@ncdoi.gov) or fax to (919) 715-7352.

**3. Business Entities Making Address Change and E-Mail Address Updates**

ACR is not currently available for this license type. Submit the Address Change Form which is located under Applications and Forms on the Department's website [www.ncdoi.com](http://www.ncdoi.com) through the following link: <http://www.ncdoi.com/asd/documents/applicationsandforms/insurance/licensing/licensee%20change%20of%20address%20form.pdf> Scan and email the form to [ASD@ncdoi.gov](mailto:ASD@ncdoi.gov) or fax to (919) 715-7352.

**4. Producer Licensing Company Contact E-Mail or Address Updates**

Use the online form submission on the Department's web site through the following link: [http://www.ncdoi.com/ASD/CompanyContactForm/asd\\_CompanyContact\\_form.asp](http://www.ncdoi.com/ASD/CompanyContactForm/asd_CompanyContact_form.asp)

**5. Individual Licensees Making Only E-Mail Address Updates**

Use the online form submission on the Department's web site through the following link: [http://www.ncdoi.com/ASD/CompanyContactForm/asd\\_CompanyContactEmailOnly\\_form.asp](http://www.ncdoi.com/ASD/CompanyContactForm/asd_CompanyContactEmailOnly_form.asp).

**6. Business Entities Making Only E-Mail Address Updates**

Use the online form submission on the Department's web site through the following link: [http://www.ncdoi.com/ASD/CompanyContactForm/asd\\_CompanyContact\\_form.asp](http://www.ncdoi.com/ASD/CompanyContactForm/asd_CompanyContact_form.asp)

Please contact the Agent Services Division at (919) 807-6800 if you have any questions.

**\*Statutory Reference:**

§ 58-2-69. Notification of criminal convictions and changes of address; service of notice; contracts for online services, administrative services, or regulatory data systems.

((b) Every applicant for a license shall inform the Commissioner of the applicant's residential address and provide the applicant's e-mail address to which the Commissioner can send electronic notifications and other messages. Every licensee shall give written notification to the Commissioner of any change of the licensee's residential or e-mail address within 10 business days after the licensee moves into the licensee's new residence or obtains a different e-mail address. This requirement applies if the change of residential address is by governmental action and there has been no actual change of residence location; in which case the licensee shall notify the Commissioner within 10 business days after the effective date of the change. A violation of this subsection is not a ground for revocation, suspension, or nonrenewal of the license or for the imposition of any other penalty by the Commissioner, though a licensee who violates this subsection shall pay an administrative fee of fifty dollars (\$50.00) to the Commissioner.