

AGENT SERVICES

**TO: Insurance Companies
Interested Parties**

FROM: Etta Maynard

DATE: November 04, 2010

RE: NC License Changes Effective October 1, 2010

As you are aware NC Department of Insurance implemented new requirements for resident license application. An electronic application and a criminal background check are now required.

Please communicate this **VERY IMPORTANT MESSAGE** to applicants who wish to obtain a resident insurance producer/agent or public adjuster license in NC. Agent Services Division has implemented an internal business process which we call FAST TRACK. However the FAST TRACK process fails when applicants do not follow the steps in sequential order. In fact if the applicant does not follow the steps in order, the result is a delay in licensure decision.

Therefore it is really important that applicants follow the process outlined below. If applicant acts on step 6-10 before step 1-5 unfortunately there will be delays in license review/issuance/denial.

License Process for Residents Applying for Initial Agent License and Public Adjuster License:

1. Applicant takes pre-licensing education if required (Skip to 2 if not required).
2. Applicant takes/passes the exam at Pearson Vue if required (Skip to 4 if not required).
3. Pearson Vue transmits pass result to NIPR.
4. Applicant completes the electronic application 48-72 hours after passing the test (pay license/fingerprint/processing fees via credit card). Upload supporting documentation as required by answers to the screening questions. **CAUTION: Step 7-10 should not be done before step 4 because it delays the license review/decision process.**
5. NIPR transmits application electronically to Agent Services Division.
6. Applicant must print two fingerprint forms from Department's website (SBI Electronic Fingerprint Submission Release of Information form and Authority for Release of Information form) before going for the fingerprints (#7).
7. Applicant must take forms (#6) to a local law enforcement office which does Live Scan electronic fingerprints (DOI accepts only electronic/no fingerprint cards).
8. After prints are taken, law enforcement office will sign SBI Electronic Fingerprint Submission Release of Information form (#6) and give to applicant. The electronic Live Scan is sent to SBI for state and national criminal check.

9. Applicant signs Authority for Release of Information form in signature space (#6) and sends both completed forms (#6, 7, and 8) to Agent Services Division via fax (preferred) 919.715.3794.
10. SBI sends a paper criminal history report (hard copy) to Agent Services Division.
11. Agent Services Division reviews license application and criminal history for decision to issue or deny. The paper criminal history syncs up to the electronic application which is on file pended until receipt of criminal history and any other background documents required.

Some license applicants are not required to submit fingerprints (non-residents, agent applying for another license type, company and self-employed adjusters). Some individuals apparently have misunderstood the fingerprint requirement and have obtained fingerprints when it was not needed. If this occurs, Agent Services will bill agents/adjusters for the \$38.00 fee criminal history record search because the law enforcement agency processed the fingerprint. The State Bureau of Investigation requires payment from the Department; therefore, the applicant must reimburse the Department.

Thank you for your assistance and feel free to call Agent Services Division at (919) 807-6800 if you have questions.