

**AGENT SERVICES**

**TO:** All Interested Parties  
**FROM:** Agent Services Division  
**DATE:** April 5, 2012  
**RE:** Outsourcing of Licensing Administration Services

Agent Services Division (ASD) has implemented many online services and electronic processes over the past several years to improve the timeliness and efficiency of the licensing process. As part of these efforts, ASD is excited to announce that it has entered into a contractual agreement with Pearson VUE to provide backshop licensing administrative services to all of the license types for which ASD provides service, including agents, adjusters, business entities, bail bondsmen, bail bond runners, premium finance companies, collection agencies and motor clubs. Pearson VUE has extensive experience in providing licensing administration services to various state agencies countrywide such as the Colorado Division of Insurance and the Georgia Insurance Department. Utilizing the services provided by professional vendors with the experience, staffing, and ability to develop technology solutions allows ASD to provide a higher level of service, while performing our regulatory duties.

Backshop licensing services provided by Pearson VUE will include initial review of new/renewal license applications, follow-up on required supporting documentation, customer service to respond to licensing questions, development of electronic applications for non-insurance entities, and other miscellaneous support transactions. Pearson VUE has established an office in Raleigh, NC to handle the scope of these services. ASD will continue to handle the functions of disqualification of license applications and regulatory oversight of licensees. The National Insurance Producer Registry (NIPR) will continue to provide the electronic license applications for insurance license types, processing of insurance appointment/termination transactions, and collection of annual company appointment fees. State Based Systems (SBS) will continue to be the license database for all of our licensees.

Pearson VUE will charge a processing fee for their licensing administrative services that will be included in new, renewal, and reinstatement applications for all license types in addition to the current applicable state license fees. In mid-April, Pearson VUE will begin providing license renewal administrative services for all NIPR insurance renewal transactions and for all bail bondsmen, collection agencies, motor clubs, and premium finance company renewals.

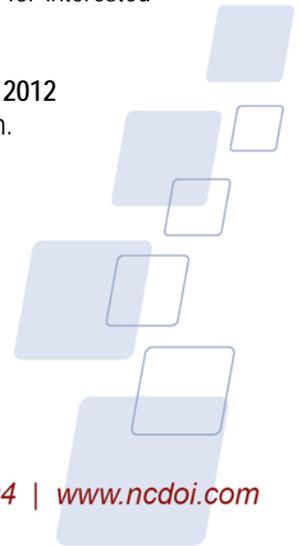
In mid-May, ASD will be making changes to the resident licensing process in a joint effort with Pearson VUE and NIPR which will include resident applicants submitting their license application via NIPR prior to completing any state required examinations. ASD and Pearson VUE will be holding the following three industry meetings for interested parties to learn more about the upcoming changes to improve the resident licensing process:

**Tuesday, April 24, 2012**  
10:00 a.m.-12:00 p.m.  
Hilton North  
3415 Wake Forest Road  
Raleigh, NC

**Thursday, April 26, 2012**  
10:00 a.m.-12:00 p.m.  
Hickory Metro Convention Center  
1960 13<sup>th</sup> Avenue Drive, Se  
Hickory, NC

**Thursday, May 3, 2012**  
1:30 p.m.-3:30 p.m.  
WebEx Meeting

Please RSVP by Friday, April 20, 2012 via the following Survey Monkey link:  
<http://www.surveymonkey.com/s/Y5LDGTS>



NOTE: if you RSVP for the WebEx meeting, the WebEx meeting invite will be sent no later than May 1, 2012.

Pearson VUE will also be sending invitations directly to all North Carolina PLE providers and professional industry association contacts inviting them to attend one of these industry meetings.

An article on licensing administration outsourcing with additional details was included in the Winter 2012 edition of the *Eye On DOI* newsletter and sent to all licensees and company contacts. The newsletter is currently available on the Department's website [www.ncdoi.com](http://www.ncdoi.com). Additional information will be posted on the website under Hot Topics in the upcoming months as ASD works with Pearson VUE on the transition of these licensing administrative services.

If you have any other questions, please contact the Agent Services Division at (919)807 6800.