

**AGENT SERVICES**

**TO: All Interested Parties**  
**FROM: Agent Services Division**  
**DATE: February 20, 2013**

**Important Date Change for the Vertafore Transition Start Date**

The North Carolina Department of Insurance and Prometric are implementing changes to the CE program to enhance efficiency and improve service to providers and producers. These improvements were introduced to CE providers in December 2012 and more detailed information was provided during several industry meetings and communications in January 2013.

Currently, licensee records in our State Based System (SBS) licensing database are updated twice a week with CE information from Prometric. During the planning of this implementation, we decided to pursue daily updates which involve more development and testing to ensure a smooth transition to the new software platform. Therefore, the migration to the web-based technology through Vertafore (formerly Sircon) Compliance Express® online services is underway, but implementation has been re-scheduled from **Friday, February 22 to Monday, March 25.**

What this means to you:

- **Prometric's website will continue to be available. Please continue to utilize the Prometric website until 5:00 pm on March 18<sup>th</sup>.**
- Continue to submit provider, course, schedule, roster information and all other requests to Prometric.
- Effective March 19<sup>th</sup> Prometric's website will be unavailable to both providers and licensees. You will not be able to add/edit/delete course offering schedules and report rosters or view transcripts until the North Carolina records in Vertafore are made available to you on March 25<sup>th</sup>.
- On Monday, March 25<sup>th</sup>, the new Vertafore system will be available for all continuing education services.
- Upon implementation, North Carolina licensee records will update on a daily basis.

Any questions regarding this implementation date change, please contact Prometric.

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