

**AGENT SERVICES**

**TO:** All Interested Parties

**FROM:** Agent Services Division  
North Carolina Department of Insurance

**DATE:** March 25, 2013

**RE:** Continuing Education Producer Transcript Inquiry Instructions

Below are step-by-step instructions on how to review producer transcripts through Vertafore. **However all continuing education questions should be directed to Prometric.**

1. Go to [www.sircon.com/Prometric](http://www.sircon.com/Prometric) and click on the **Lookup Education Courses/Credits** link.
2. Click the **Continuing Education Transcript Inquiry** link. The **Continuing Education Transcript Inquiry** page will open.
3. *Required.* From the **State** dropdown menu, select North Carolina to search for an individual licensee's continuing education transcript. The page will refresh and display additional search fields.
4. *Required.* In the **License Number** field, enter the licensee's North Carolina license number (this is the same as the licensee's NPN).
5. *Required.* In the **Last Name** field, enter the licensee's full last name. No wildcard or partial match searches are allowed.
6. Click the **Submit** button to run the inquiry. The page will refresh to display the results.

The results display inline based on the search criteria you entered. Information includes the following:

- **Licensee Information**
  - **Licensee** (Name of licensee)
  - **License** (License number and type of license)
  - **State** (North Carolina)
  - **Begin Date** (Effective date of current license)
  - **Compliance Date** (Current license expiration date or date by which CE requirements must be met for the current review period)
- **Compliance Summary**
  - **Continuing Education Type** (License type to which CE information applies)
  - **Compliant?** (Indicator whether the license type is CE compliant – Yes or No)
- **Requirements**

- **Requirement** (Requirement type in which applied CE courses are required to be taken and completed)
- **Required Hours** (Number of course hours required in current CE review period)
- **Applied Hours** (Number of course completion hours applied to **Required Hours** value; may include hours carried over from preceding review period)
- **Remaining Hours** (Value of **Applied Hours** subtracted from value of **Required Hours**)
- **Status** (Current CE status – Compliant, Not Yet Compliant, or Not Compliant)
- **Courses**
  - **Course ID** (State identifier of approved course)
  - **Course Name** (Name of the course)
  - **Provider** (Name of the CE provider)
  - **Category** (Type of course that will be applied to the appropriate requirements)
  - **Course Hours** (Applied course hours)
  - **Instruction Method** (Self-study or Classroom)
  - **Completion Date** (Course end date)
  - **Processed Date** (Date on which the state processed course completion)

7. By default the transcript includes course and requirement information for the current CE review period. If desired, select a previous CE review period from the **Education Review Period** dropdown menu. The results will refresh to display information for the selected review period.

**Note**

If a transcript appears to be incorrect or incomplete, first contact the CE provider to verify completion of a course and submission of the course completion to the appropriate state. Then, if necessary, contact Prometric to verify record of the course completion.

If you have any questions please feel free to contact us.

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