

**AGENT SERVICES**

**TO: All Interested Parties**  
**FROM: Agent Services Division**  
**DATE: December 8, 2016**

**Important Information Concerning Fees for Insurance License Applications**

Agent Services Division (ASD) recently selected Pearson VUE through a request for proposals (RFP) process to continue to provide licensing administrative services to insurance licensees and applicants.

With the new contract effective January 2, 2017, there have been changes to the fees for license application processing services provided by Pearson VUE. These fees are:

- Insurance Initial License Application Fee per each new license application processed - \$44.00 (currently \$50.00)
- Insurance Renewal License Application Fee per each license renewal application processed - \$34.00 (currently \$40.00).
- Insurance License Reinstatement Application fee for each license reinstatement application processed - \$34.00 (currently \$40.00)

The new contract also includes a requirement for an annual customer satisfaction survey to insurance applicants/licensees. It is ASD's intent to utilize this survey to measure and ensure the quality of customer service for license administrative services provided by Pearson VUE.

If you have further questions concerning this update, please contact ASD at (919) 807-6800 or [ASD@ncdoi.gov](mailto:ASD@ncdoi.gov)