



To: All Interested Parties

From: Agent Services Division

Date: April 17, 2020

RE: Temporary Licensing

The North Carolina Department of Insurance (NCDOI) Agent Services Division (ASD) is continuing to monitor the COVID-19 situation and will make appropriate changes as necessary.

The Commissioner has been working with Pearson Vue, the Department's third-party licensing vendor, to seek a solution to allow applicants to become licensed as quickly as possible. Below is North Carolina's temporary licensing solution:

- The applicant will need to complete the pre-licensing education (PLE) and pass the PLE exam.
- The applicant should complete the license application through NIPR.
- The applicant will need to schedule an appointment to take and pass the state exam. We anticipate Pearson Vue's professional testing centers to open on May 1st at 50% testing capacity to maintain social distancing. In addition, they will also be working to provide additional testing sites across the state.
- Once the applicant has successfully passed the exam, the Agent Services Division will issue a "temporary" license. This license will remain in effect for 120 days. The applicant will be required to complete the fingerprinting process, as required by N.C.G.S. 58-33-66. If the results meet the guidelines of NCDOI, then a permanent license will be issued. If the results do not meet the licensing guidelines of NCDOI or the fingerprints are not submitted within the 120 days, then the licensure status will be changed to inactive and the licensee will be advised by email.
- The conversion to permanent licensure will not require additional fees or reapplication.
- If the license is made inactive, the licensee may request a review.
- Should the licensee fail to pass the state exam, a refund will not be issued.

Pearson Vue Initiative: There are three pathways in which Pearson Vue will begin operations starting May 1, 2020 dependent upon the guidelines in place within each jurisdiction across the U.S.

- Pearson Vue will open test centers in areas where there are no restrictions prohibiting operations. Pearson Vue must be able to outfit our test centers with appropriate social distancing measures and health and safety necessities, such as hand sanitizer, disinfectant, etc.
- Pearson Vue will not open test centers in any areas where government mandates dictate extended closures or lockdowns, or where we do not have the necessary supplies or staff.
- Essential Services exam delivery is an exception in many states that are currently under operational restrictions. Pearson Vue will deliver Essential Services testing where allowed.

Pearson Vue will continue to monitor changing recommendations from local and state authorities and modify our test center availability accordingly. Pearson Vue looks forward to testing candidates again.

If you have questions or concerns please contact the Agents Services Division at ASD@ncdoi.gov