



TENNESSEE DEPARTMENT OF COMMERCE AND INSURANCE TRANSITIONING TO THE NEW VERSION OF SBS

On Tuesday, October 13, 2020, the Tennessee Department of Commerce and Insurance is going live on the newest version of State Based Systems (SBS), a web-based NAIC application that supports state insurance regulation functions. **Review this flyer to see how this transition will affect you and the new tools you'll have access to.**

This transition will require the temporary shutdown of Tennessee's professional insurance licensing operations, including online applications submitted via NIPR. Key dates and times include:

Wednesday, October 7th at 3 p.m. CT: NIPR stops accepting online submissions (applications, appointments and terminations, and contact change requests) that affect the Tennessee Department of Commerce and Insurance SBS database.

Wednesday, October 7th at 5 p.m. CT: Tennessee's professional insurance licensing operations using SBS will be unavailable.

Tuesday, October 13th at 9 a.m. CT: Tennessee's professional insurance licensing operations are available using SBS and NIPR begins accepting online submissions.

CHANGES FOR INDUSTRY effective October 13, 2020:

- All active companies will be assigned a new Tennessee Company Number. Look up your new company number using the free Lookup tool on the SBS website. Your NAIC Company Number (NAIC CoCode) remains the same.
- The Tennessee Department is moving to email for important communications including license renewal notices. It is the licensee's responsibility to maintain his/her email address using Contact Change Request (CCR).
- The Tennessee Department will no longer print and mail licenses. Print a license anytime using the SBS License Manager tool.

FREE, NEW ONLINE TOOLS

Tennessee Launch Page: Find contact information and links to all SBS tools available for Tennessee on the launch page.

Lookup: A free public lookup tool to view a variety of individual, business entity, company, course and provider information such as National Producer Number (NPN), license status, license expiration date, NAIC CoCode, course offerings and much more.

SBS for Organizations: SBS allows organizational users to use a single ID and password to complete important license administration and education provider licensing functions.

Report Generator: Users may create a licensee (individual and/or business entity) mailing list for a nominal fee using a wide variety of criteria.

License Manager:

- **View License Information:** Users can verify a licensee's NPN, license status, license expiration date, CE information and more.
- **Print Your License and Education Transcript:** SBS provides free unlimited license printing for licensees.
- **Update Email Address:** Licensees and Business entities may view and update email addresses in real-time through this online tool.

SBS FOR ORGANIZATIONS

SBS for Organizations is a service offering convenience to industry users using a single ID and password across all SBS jurisdictions.

Changes for Education Providers

For education providers, SBS for Organizations will replace Online Continuing Education. You will receive a separate email with information needed to transfer your account which includes a PIN on Monday, October 12, 2020 to the email you have on file with the Tennessee state department. Please contact the SBS Help Desk at sbshelp@naic.org if you do not receive your PIN.

Changes for License Administrators

For license administrators, SBS for Organizations will replace Online Licensing Services (OLS). Users can print licenses and education transcripts, update addresses for business entities, view detailed license information and receive important system and email notifications.

How to Sign Up

Step 1: Go to www.statebasedsystems.com.

Step 2: Select Tennessee and click "Sign up for SBS for Organizations."

Step 3: Create your user account allowing you to access all jurisdictions.

Step 4: Login to SBS.

Step 5: Add licensees to your account as each applicable jurisdiction transitions to SBS.*

Step 6: Simplify your business processes using SBS!

**A fee of up to \$5.95 is applied per licensee per state per year.*

WELCOME TO WWW.STATEBASEDSYSTEMS.COM!



Your Insurance Regulatory Toolset

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Iowa Insurance Division went live on the new version of SBS on Thursday, June 11, 2020. [Learn more »](#)

Now available in the new version of SBS:

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License Manager

One Service:

- Print License
- Print Education Transcript
- Update Email Address

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Lookup

One Search:

- Companies
- Courses and Providers
- Licensees

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State Services

Select a jurisdiction to see a full list of its available services.

- 1 **SBS Home Button:** Return to the SBS website home page.
- 2 **Software Services Dropdown:** Select the dropdown to find a list of services SBS offers for regulators, companies, licensees and consumers.
- 3 **About Us:** Learn about State Based Systems and the states served by SBS.
- 4 **News:** View headlines of SBS events.
- 5 **Contact Us:** Submit a question, find assistance in the support center or contact the SBS Service Desk.
- 6 **Help:** See helpful text and PDF training guides related to SBS services and industry tools.
- 7 **Jurisdiction Dropdown:** Select Tennessee to view the SBS industry services available in your state.
- 8 **Important Announcements:** See announcements regarding state transitions to the new version of SBS.
- 9 **License Manager:** View license information (NPN, license status, license expiration date and more), enjoy free, unlimited license printing across all SBS jurisdictions and keep email addresses updated in real time.
- 10 **Lookup:** A free public lookup tool to view a variety of individual, business entity, company, education provider and course information such as National Producer Number (NPN), license status, license expiration date, available courses and much more.
- 11 **State Services:** Select Tennessee from the dropdown to view a full list of Tennessee's SBS services.

SBS Support Center: Visit the SBS Support Center for more information and PDF training guides on all SBS tools.

SBS Service Desk: For additional help, contact the SBS Service Desk via sbshelp@naic.org or (816) 783-8990.