



STATE OF HAWAII
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
INSURANCE DIVISION

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March 1, 2022

MEMORANDUM 2022-3LIC

TO: All Resident Insurance Producers (PROs)

FROM: Colin M. Hayashida 
Insurance Commissioner

SUBJECT: New Requirements Regarding Timeline to Complete Continuing Education (CE)

This Memorandum is intended to provide clear instructions to PROs regarding the new timeline for completion of CE, implemented on January 1, 2022.

All active resident PROs, new or existing, must complete CE credit requirements before their license renewal due date. Additionally, if a new line of authority is added to a PRO's active license, the licensee must complete all required CE credit hours (including CE for the newly added lines of authority). For example, a new PRO license issued on 2/05/2022 with a license renewal due date on 2/16/2024, authorizing for Life and Accident and Health or Sickness (AH) lines of authority. Later, the licensee adds Property and Casualty lines of authority to the license on 10/28/2023. The licensee must complete 10 credit hours relating to Life and AH, 11 credit hours relating to Property and Casualty, and 3 credit hours relating to Ethics or Laws/Rules, prior to the renewal date of 2/16/2024.

All PRO licenses must be renewed online pursuant to the Commissioner's Memorandum [2020-13LIC](#). To qualify for online renewal, the required number of CE credit hours must be completed and the certificates of CE completion must be received by the Insurance Division from the CE course provider(s) before payment of renewal fees can be submitted electronically. Pursuant to HRS §431:9A-124(e), the approved CE course provider has 15 days from course completion to electronically submit

certificates of completion to the Licensing Division. Therefore, the PROs shall complete CE requirements no later than 15 days before the renewal due date in order for the CE completion reports to be received and uploaded to the Insurance Division system in time for the PROs to renew licenses. PROs who complete required CE on or within 15 days of the renewal due date may not be able to renew licenses electronically and risk inactivation of licenses. A penalty fee will also be added to reinstate licenses.

All CE certificates of completion must be submitted by the provider. The Insurance Division will no longer accept CE certificate of completion directly from the Licensee.

To make sure you are completing the correct number of CE course credits, please view information regarding CE credit hours on the Insurance Division website at <https://www.ehawaii.gov/dcca/insce/exe/ce.cgi>.

If you have any questions regarding this memo, please contact the Insurance Division Licensing Branch at inslic@dcca.hawaii.gov.