

**North Carolina**

**TO: All Interested Parties**

**From: Agent Services Division**

**Date: March 19, 2020**

**RE: Agent Services Division (ASD) Updates Related to COVID-19**

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

The Commissioner continues to seek solutions to address licensing and continuing education issues as they arise.

**Licensing:**

1. There will be delays in issuing new licenses requiring fingerprints since many sheriff's offices are suspending fingerprinting services temporarily. Agent Services cannot waive this statutory requirement for fingerprinting new applicants.
2. Pearson VUE testing centers will be closed so candidates requiring exams for new licenses or lines of authority will be unable to test.

**CE:**

1. All NC licensed insurance producers and adjusters whose Continuing Education (CE) compliance period expires in March, April or May 2020 will be granted an extension through June 30, 2020 in order to meet the state mandated CE requirements. This includes NC nonresident adjusters with NC as the Designated Home State (DHS).
2. All Insurance CE courses previously approved for classroom delivery by licensed CE providers can be offered via webinar without requiring the Insurance CE provider to refile the courses for a different presentation method with Prometric. The Insurance CE provider should assume the full responsibility to monitor attendance.

**Contact ASD:**

If you are unable to contact ASD by telephone, please email your concerns to:  
[ASD@ncdoi.gov](mailto:ASD@ncdoi.gov)