

Diana Capes

Subject: Florida notification

Important Information Regarding COVID-19 and Business Operations:

Due to the response to COVID-19, state examination testing locations are closed until April 16, or whenever conditions are deemed safe to re-open. We're also starting to see more and more fingerprinting locations close throughout the state and are anticipating that number to climb.

We are continuing to process license applications during this time. However, we won't be able to completely process them if the license being applied for requires fingerprint and/or state examination results, and we don't have them.

Our team members are set up to work from home during this time. That said, in order to continue operating efficiently, we strongly encourage people to utilize our Upload Documents feature through their [MyProfile](#) account to submit any application deficiency documents, instead of emailing them to us. This allows us to very easily link documents to an applicant/licensee record, instead of us having to convert the email and attachments to a PDF. If the option to upload documents isn't available in someone's account, it will appear within 3 hours after submitting a new license application in our system. (Note: If an application is submitted through NIPR, the option will appear once that application reaches our system, typically the day after the application is submitted to NIPR.)

Thank you for your cooperation and patience!

Matt Tamplin
Assistant Director
Division of Insurance Agent & Agency Services
Florida Department of Financial Services
Representing Chief Financial Officer Jimmy Patronis
(850) 413-5496 | Matt.Tamplin@MyFloridaCFO.com