



**TO: All Interested Parties**

**From: Agent Services Division**

**Date: April 3, 2020**

**RE: Licensing and education of North Carolina resident producers and adjusters**

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

**Licensing:**

1. NCDOI is unable to issue temporary licenses or add new lines of authority to existing licensees at this time. This interruption is due to the closing of the testing centers and due to the inability to meet the fingerprinting requirement. The Agent Services Division cannot waive this statutory requirement for fingerprinting new applicants.
2. Pearson VUE testing centers are closed to candidates requiring examination. ASD has been advised that the testing centers will remain closed until at least April 15, 2020 and that Pearson Vue will be actively evaluating the timeline of when to reopen these centers based on the safety of its employees and candidates.

**CE:**

1. All N.C. 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 N.C. 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.

## **Emergency Insurance Adjusters (CAT Adjusters)**

1. Currently, the Department is not allowing an adjuster who does not hold a license in North Carolina to perform emergency insurance adjustment work. NCDOT will continue to monitor this situation.

### **Contact ASD:**

Please email your questions or concerns to: [ASD@ncdoi.gov](mailto:ASD@ncdoi.gov)