

Producer Licensing FAQs

*For **Continuing Education** questions, please visit www.in.gov/idoi/2759.htm.

<u>Pre-Licensing Education Classes</u>	<u>Taking the State Exam</u>	<u>Apply for a License/Add Another Line</u>	<u>Transfer a Resident License/Letter of Clearance</u>	<u>Renew or Reinstatement License</u>	<u>Obtain a Copy of the License</u>
<u>Licensing Fees</u>	<u>Find Indiana License Number or National Producer Number (NPN)?</u>	<u>Change Information in a Agent/Agency Record</u>	<u>Status of an Application</u>	<u>Contact IDOI</u>	

- **Where do I find pre-licensing education classes?**
 - Go to www.sircon.com/Indiana. On the left-hand side of the screen, select the “Look up education courses/credits” link.
 - Select the “Approved Courses Inquiry” link.
 - Select “Indiana” from the drop-down box and click Submit.
 - Select “Pre-Licensing Education” in the Education Type drop-down box, check the appropriate Course Category, then click Submit.
 - Note: Personal Lines courses are found through the Property & Casualty course category.
 - Note: The Life, Accident & Health course category includes Life, Accident & Health, Life only, and Health only courses.
 - To set up a course, contact the education provider of your choosing.
 - ***There are so many education providers, which one should I choose?***
 - The Department of Insurance cannot recommend education providers. For your information, a chart of passing state exam rates for pre-licensing education providers can be found at www.in.gov/idoi/2481.htm.

- **How do I register to take the licensing exam?**

- Test online registration and scheduling instructions are available online at www.in.gov/idoi/2482.htm#a.
 - ***I have registered before, but I don't remember my login ID or password.***
 - Or -
 - ***I have registered before, but what if my personal information has changed?***
 - Call PAN, the testing vendor support line at **877-449-8378**.
 - If you need to reschedule an exam within 24 hours of your scheduled exam time, email IDOI_support@panpowered.com.

- **What's the status of my application?**

- To review the status of a pending application, please begin with the www.sircon.com/Indiana or www.nipr.com websites, depending on where you submitted your application

- **How do I apply for a license or add on another line of authority to my existing producer license?**

- A Resident or Non-Resident producer license may be applied for online at www.sircon.com/Indiana or www.nipr.com, or by mailing the uniform NAIC paper application and fee by check or money order made payable to Indiana Department of Insurance. The uniform NAIC paper applications may be accessed online at www.naic.org/paper_licensing/maps_paper_licensing.htm.
 - ***I have been licensed before, what if my personal information has changed?***
 - You may change your personal information through your Sircon/Vertafore [ProducerEDGE](#) account or online at www.nipr.com.
 - ***I'm having trouble with the online application, who should I call?***
 - For Sircon/Vertafore please call: (877) 876-4430
 - For NIPR please call: (855) 674-6477

- **I'm transferring my resident license from/to another state, how do I apply?**

- To transfer a resident license to Indiana, you must first surrender/inactivate the resident license with your previous resident state. Then, you may apply for a

resident Indiana license online through either www.sircon.com/Indiana or www.nipr.com, or by submitting the uniform NAIC paper application (available at www.naic.org/paper_licensing/maps_paper_licensing.htm) and fee by check or money order made payable to *Indiana Department of Insurance* or *IDOI*. The new resident application must be received within 90 days of inactivation of your previous resident license.

- Other states may require your resident Indiana license to be surrendered/ inactivated or an Indiana Letter of Clearance to be issued to you in order to obtain a resident license in that state. To cancel your Indiana license, please submit the [Service Request Form](#) to the department. **The department no longer issues Letters of Clearance. Once cancelled, cancellation of your license may be confirmed by a state online through the National Insurance Producer Registry.**

- **How do I renew my producer license?**

- You may renew your license online at www.sircon.com/Indiana or www.nipr.com or by mailing the uniform NAIC paper renewal application and fee by check or money order made payable to Indiana Department of Insurance. The uniform NAIC paper renewal applications may be accessed online at www.naic.org/paper_licensing/maps_paper_licensing.htm.
- Renewal invoices are generated and emailed as a courtesy 60 days in advance of the license expiration date.
- ***I tried to renew through Sircon/Vertafore, but it couldn't find my invoice.***
 - Start from the Sircon/Vertafore home page at www.sircon.com, select "Renew or Reinstate a License," select Individual or Firm, enter your email address, then select the "Search for a specific license" link.
 - If your license has become inactive within the past year you will need to **reinstate it; do not reapply.**
 - For your particular license reinstatement procedures, go to www.in.gov/idoi/2966.htm.
- ***What if I didn't get my renewal notice?***
 - Renewal reminders are sent by email only.
 - If you do not have a correct business email address on file with the department, no notice will be sent.

Renewal notices are sent as a courtesy by the department. It is the responsibility of producers to complete any required continuing education and submit their online renewal applications on time.

- If you have completed all continuing education requirements for your license and are within 30 days of your expiration date, your renewal invoice will still be open online to be paid.
 - If you need an extension to complete your CE requirements, please submit the CE Extension Request Form and fee *before* the expiration of your license. The CE Extension Request Form is posted online at www.in.gov/idoi/2760.htm.
- **I need to:**
 - Change my legal name
 - Add or remove an alias/other name
 - Correct my Social Security Number (SSN), Date of Birth (DOB), or Federal Employer Identification Number (FEIN)
 - Cancel my license or line(s) of authority on my license.
 - Please submit the Service Request Form to the contact at the top of the form. The Service Request Form is posted online at www.in.gov/idoi/2450.htm.
 - **NOTE:** Changes of address, telephone, email, fax, or an addition or removal of a business entity's Designated Responsible Licensed Producer (DRLP), are also no longer done through the Service Request Form. Contact information must be updated online through www.nipr.com or www.sircon.com/Indiana. DRLPs must be maintained online through a business entity's [AgencyEDGE](#) account or at www.sircon.com/Indiana by selecting "Maintain your firm association."
 - **How can I get a copy of my license?**
 - As the department no longer mails paper licenses upon issuance or renewal of a license, a copy can be obtained at www.sircon.com/Indiana through the "Print a license" link.
 - ***Why is there a charge for my license?***
 - If you have not processed a license renewal or license application through www.sircon.com/Indiana within the past 30 days, it will charge for a copy of the license.
 - If you choose to sign up for the Sircon/Vertafore [ProducerEDGE](#) subscription service, the license printing fee is waived.
 - **What is my Indiana license number or National Producer Number?**
 - Go to www.sircon.com/Indiana and select the "Find your license number/NPN" link found on the left side of the home page.

Contact Information

Indiana Department of Insurance
Attn: Agency Services
311 West Washington Street
Indianapolis, Indiana 46204-2787
Main Phone: 317-232-2389
Fax: 317-234-5882
agentlicensing@idoi.in.gov

*A listing of Agency Services contacts is available online at www.in.gov/idoi/2446.htm.

- Applying for a **New Resident** producer license or adding on a new line of authority?
 - Call Matt Tapp at (317) 232-2414 or email mtapp@idoi.in.gov
- Applying for a **New Non-Resident** producer license or adding on a new line of authority?
 - Call Beth Miller at (317) 232-2411 or email bemiller@idoi.in.gov
- Are you **Renewing** or **Reinstating** a license?
 - Call Samantha Walters at (317) 232-2413 or email swalters@idoi.in.gov
- Have questions about your **Continuing Education**?
 - Call Dikitra Jefferson at (317) 232-5858 or email djefferson@idoi.in.gov
- Have a **Bail or Recovery Agent Licensing** question?
 - Call Laurie Shook at (317) 232-5265 or email lshook1@idoi.in.gov
- Have questions about **Adjuster Licensing**?
 - Call Laurie Shook at (317) 232-5265 or email lshook1@idoi.in.gov
- Need to **Cancel License/Line of Authority, Update Name/Alias/SSN/DOB/FEIN, or Add/Remove DRLP**, or other questions about the **[Service Request Form](#)**?
 - Call Kristi Ware at (317) 232-0688 or email kware@idoi.in.gov

Licensing Fees for Individuals and Business Entities

*For a list of Non-Resident **Retaliatory Fees**, please visit www.in.gov/idoi/2600.htm.

- **Producer IC 27-1-15.6-32**
 - Application/Renewal
 - Resident: \$40
 - Nonresident: \$90, unless a [retaliatory fee](#) applies
 - Reinstatement
 - Resident: \$160
 - Nonresident: \$360, unless a [retaliatory fee](#) applies
- **Surplus Lines IC 27-1-15.6-32**
 - Application/Renewal
 - Resident: \$80
 - Nonresident: \$120, unless a [retaliatory fee](#) applies
 - Reinstatement
 - Only nonresident [retaliatory states](#) have reinstatement fee
- **Independent Adjuster IC 27-1-28-12, 13 & 14, & 17**
 - Application/Renewal
 - Resident: \$40
 - Nonresident: \$90, unless a [retaliatory fee](#) applies
 - Reinstatement
 - Resident: \$80
 - Nonresident: \$180 , unless a [retaliatory fee](#) applies
 - All Indiana Designated Home State (DHS) Independent Adjuster licensing fees are the same as Non-Resident Independent Adjuster licensing fees.
- **Public Adjuster IC 27-1-24-4**
 - Application/Renewal
 - \$50, unless a non-resident [retaliatory fee](#) applies
- **Consultants IC 27-1-15.6-23**
 - Application/Renewal
 - \$40
- **Portable Electronic, Self-Storage, & Travel Insurance IC 27-1-15.9-18, 27-1-16.1-16, & 27-1-15.6-19.7**
 - These license types follow the Producer fees for licensure with no non-resident retaliatory fees.