

State of Idaho
DEPARTMENT OF INSURANCE

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In an effort to help licensees and businesses with their business continuity plans and licensing compliance requirements under current COVID-19 conditions, the Idaho Department of Insurance, presents the following Producer Licensing FAQ's:

Q: Are residents able to test and fingerprint at this time?

Our exam/fingerprint vendor, PSI, has announced closure of the exam sites in Idaho **until further notice**. Our website has instructions for rescheduling after that date—but certainly stay tuned for updates: <https://doi.idaho.gov/Licensing/Fingerprint>

Q: Is there a delay in processing brought on by current conditions?

Applications are currently being processed at the normal pace—typically within one or two business days. Staff is currently transitioned to working remotely so there are limitations but, so far, we are still able to process at the normal pace.

Q: Is there an extension for CE or renewal at this time?

There is **NO impact** at this time to the availability of our website for access to forms and/or the services of our online vendors, NIPR and Vertafore, for online transactions. Renewals are available 90 days prior to expiration. CE can be done anytime over the two-year period between renewals and Idaho requires providers to download CE credits. **Idaho does not require proctoring of exams or have a classroom requirement**—all courses can be completed through online means.

Q: Is the process to submit a service request changed?

If you need to submit a service request using a DOI form, all can be received by email or fax for processing per usual. Here is a link to our licensing forms: <https://doi.idaho.gov/Licensing/default?show=Forms>. These forms have the email and fax information directly on them.

Q: What is the best method to send documentation to the Idaho DOI?

You can still use the NIPR reporting and document warehouses and the Vertafore attachment systems for applications, reporting of actions and renewal documentation. Any service requests not available as an online transaction can be sent directly to agent@doi.idaho.gov.

Q: Will you be issuing temporary producer licenses?

The Idaho Department of Insurance has set up the option for a provisional license for producers at this time. To qualify, you must do the following:

- a. Sign up for and take the AD Banker provisional course plus comprehensive exam for each line of authority and pass with 80% score or better. Our website link has a

specific link for these courses: <https://www.adbanker.com/pre-licensing.aspx#.ID.LH> **ALTERNATIVE:** if you have already purchased study materials from another approved Idaho vendor, you may sign up to take the comprehensive exam through AD Banker and proceed with the remaining requirements.

- b. Put in application by paper, pay fee of \$80 and attach AD Banker certification of passed exams, background documentation and, in lieu of fingerprints, a signed attestation, see website check list for provisional license:
- c. As a measure of consumer protection and in lieu of fingerprints, a provisional license requires a sponsoring agency or carrier supervising licensed producer who will oversee their work and conduct and be accountable to the Department of Insurance for the period in which their license is temporary/provisional. The Department may also initiate a background check service in the meantime.
- d. This license will be good for up to six-months or until PSI exam sites are available, at which time, the provisional licensee will have 30 days to pass the state exam(s) and fingerprint. Provisional licenses do not renew automatically. You will need to submit results (pass slips and receipts, etc.) to the Department by fax (208-334-4398) or email (agent@doi.idaho.gov) in order to become permanently licensed. The application process and fees will not need to be repeated.
- e. Should background report have discrepancies with what has been reported on the original application, this would be grounds for revocation of the provisional license and reapplication would not be possible for one year past that date.

Q: : Will you be issuing temporary adjuster licenses?

The Idaho Department of Insurance has set up the option for a provisional license for adjusters at this time. To qualify, you must do the following:

- a. Sign up for and take the AdjusterPro provisional course plus comprehensive exam for independent adjuster and pass with 80% score or better. Our website link has a specific link for adjuster course and comprehensive exam:
<https://adjusterpro.com/idaho-insurance-claims-adjuster-license/>
- b. Put in application by paper, pay fee of \$80 and attach AdjusterPro certification of passed exam, background documentation and, in lieu of fingerprints, a signed attestation, see website check list for provisional license:
<https://adjusterpro.com/idaho-insurance-claims-adjuster-license/>
- c. As a measure of consumer protection and in lieu of fingerprints, a provisional license requires a sponsoring agency or carrier supervising licensed producer who will oversee their work and conduct and be accountable to the Department of Insurance for the period in which their license is temporary/provisional. The Department may also initiate a background check service in the meantime.
- d. This license will be good for up to six-months or until Bulletin 20-XX is withdrawn, at which time, the provisional licensee will have 30 days to pass the state exam(s) and fingerprint. Provisional licenses do not renew automatically. They will need to submit results (pass slips and receipts, etc.) to the Department by fax (208-334-4398) or email (agent@doi.idaho.gov) in order to become permanently licensed. The application process will not need to be repeated.
- e. Should background report have discrepancies with what has been reported on the original application, this would be grounds for revocation of the provisional license and reapplication would not be possible for one year past that date.

Q: Will CE deadlines be extended?

Due to the amount of online courses (currently over 4000), and two vendors whose services for online renewal are still available, there is currently no decision to extend CE or renewal deadlines at this time. Certainly we would consider extreme circumstances and those directly impacted by COVID-19 on a case-by-case basis, or until online services are impacted or no longer available. **Idaho does not require classroom courses, live or virtual proctors for webinar course exams** and many providers are converting classroom courses, even conferences, to webinar format for greater flexibility and availability.

Q: How are the normal processes and services impacted at this time?

We highly encourage online transactions (NIPR & Sircon/Vertafore), accessing our website (www.doi.idaho.gov) and sending email communications (agent@doi.idaho.gov) so we can respond as needed and continue to get the work done in an efficient manner.

Q: How can I check on the status of my application?

Typically, you can check on the status of your online transaction by checking with the vendor you submitted through and we recommend that. Idaho sends license copies via email upon issue and where a renewal application must be pended for some kind of diligence check.

Q: How can I get a license copy if one is not sent to me?

We have a free license copy service on our site:
<https://doi.idaho.gov/Licensing/Forms/GenerateLicense>

Q: What services are unavailable/disrupted at this time?

At this point in time, there is no disruption of work, we are not shutdown as to our usual licensing services or functions—only working remotely and the exam vendor services shutdown—which should be temporary. Recommend email communications, rather than phones so that we may respond more efficiently. Send your inquiries to agent@doi.idaho.gov.

Q: How are appointment renewals being processed?

Idaho does not require renewal of appointments, so that process is unchanged/not impacted. Appointments are perpetual until a license lapses or they are terminated and that is also true of agency associations.

Q: What are bail agents, who must fingerprint for renewal supposed to do that if there is no close access to those services?

Bail agents wishing to renew and obtaining fingerprints through local sheriff's offices that may be closed for fingerprinting, please contact us and let us know at agent@doi.idaho.gov. Complete the renewal and CE and, when/where available, get fingerprints done using the Bail fingerprint packet:

<https://doi.idaho.gov/Licensing/Bail/Renewal>. If we are notified of a necessary delay, we will keep the license active/renew it while awaiting fingerprint results.

Q: If there is an issue finding an available notary for forms requiring notarization, can we submit without?

Until further notice, the requirement for notarization found on Department forms, in cases of inactivation of a license, will be waived. This will include requests for Clearance (to move to another state) and all Voluntary Surrender requests.

Please recognize that this is a fluid situation and day to day adjustments will occur. We would suggest signing up for our “list-serv” <https://doi.idaho.gov/publicinformation/subscribe> on the website so that you get any news/announcements, but also check our website: <https://.doi.idaho.gov> directly.

We are working with our vendors for updates but most services are currently available through NIPR and Vertafore for Idaho. At this time, all functionality is in place except for resident testing and fingerprinting.

We wish everyone a safe future!

If your question is not answered above, please submit through this [link](#).