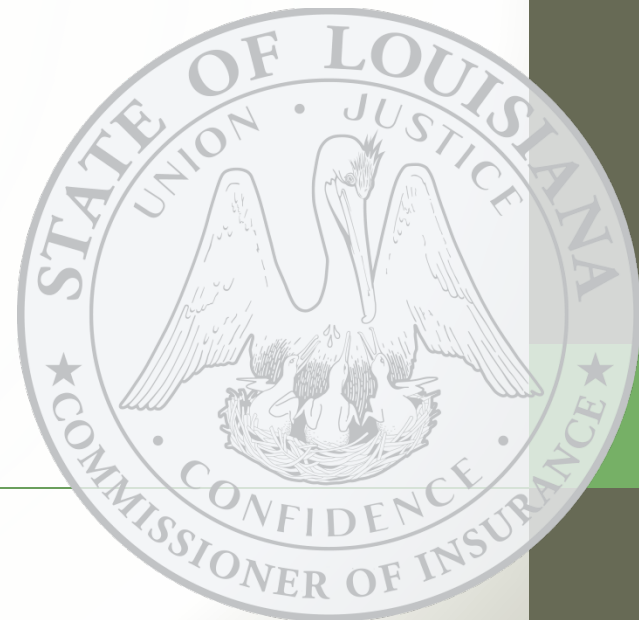


2014 Louisiana Compliance Seminar & Legislative Review

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Office of Licensing & Compliance

- Overview of Licensing Functions
- Application Processes
- Electronic Filing
- License Renewal
- Continuing Education





Our Mission Goal and Objective

Through the Office of Licensing and Compliance, to oversee the licensing of producers and claims adjusters in the state and to work with the Information Technology Division to effect a smooth transition to the ecommerce environment.





Our Mission Goal and Objective

Regulate the insurance industry in the state (licensing of producers, insurance adjusters, public adjusters and insurers), and serve as an advocate for the state's insurance consumers by enforcing existing laws fairly and consistently, and by proposing new laws as necessary.





Who We Are

- Producer Licensing is a part of the Office of Licensing and Compliance.
- Team is comprised of 16 examiners and technicians.
- Each team member has a primary task assignment but is cross-trained to handle multiple duties.





Who We Regulate

- **113,473** Producers
- **50,177** Claims Adjusters
- **241** Public Adjusters
- **498** Insurance Education Providers
- **109** Appraisers
- **28** Managing General Agents
- **16** Rental Car Agencies
- **116** Professional Employer Organizations



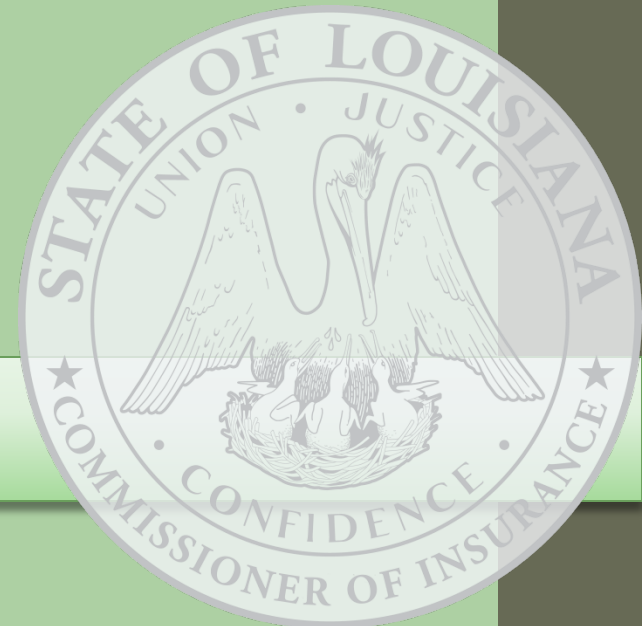


What We Do

- Respond to phone and email inquiries from licensees, insurers and the general public
- Process initial and renewal applications
 - Verify qualifications
 - Background information
 - Fingerprint reports
- Update licensee information
- Review pre-licensing and CE course submissions
- Work with other divisions in investigations
- Administrative actions



APPLICATION PROCESSING





How Long Does the License Process Take?

- Depends on license requirements.
- Most licenses that do not require an examination can be issued within 24 hours if applied for online.





Applications Requiring an Examination

- Exam can be scheduled within 24 hours of submitting application.
- LDI receives passing test scores next business day.
- Fingerprint results received within 5 business days.
- When passing exam score, fingerprint report & bond (if applicable) are received, license is issued.
- Certificate license can be printed from the LDI website immediately.
- Photo-bearing license card mailed within 10-14 days.





Reasons Why a License May Pend?

- Waiting for fingerprint results.
- Need to verify license in home state.
- Need to verify license status of a designated responsible producer.
- Background disclosure needs to be reviewed.
- A background issue was not disclosed.



Other Applications

- All other applications can be submitted electronically through the online application available on the National Insurance Producer Registry (NIPR) website.

****Credit, Travel, Variable Life & Annuity, Limited Life, Health and Accident and all agency applications**

- Most application transactions are processed and a license issued within 24 hours.



Paper Applications

- Resident individuals who are applying for a license type that requires an examination but qualify for an exemption from the examination.
- Some limited producer licenses.
- Non-producer license types (MGA's, Rental Car, etc.).



Catastrophe Adjuster Registrations

- Only insurance companies can register catastrophe adjusters.
- Registration via website through Industry Access.
- Registration effective not to exceed 180 days/possible 90 day extension.
- \$25 fee per adjuster due within 10 days of registration.

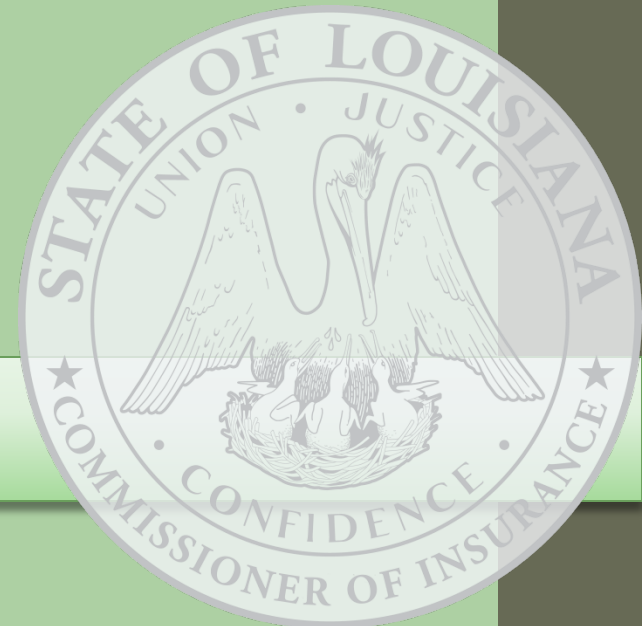


What Else Can Be Done Online?

The Producer/Adjuster Portal allows licensees to view license data and update demographic information

- License Issuance and Status Information
- Continuing Education Information
- Appointment /Affiliation Information
- Printing licenses and letters of certification
- Updating email addresses and phone numbers
- Updating business, mailing and resident addresses
- Notification of emergency/evacuation addresses

LICENSE RENEWALS





Birth Month Renewals

- All individual licenses have a renewal date based on the licensee's birth month.
- Renewals fall on the last day of the birth month in an even or odd year depending on the license/line of authority.
- Renewals for business entities are 4/30 in even or odd years.



When Do I Renew?

Renew in Even Years

- Life
- Health & Accident
- Credit
- Travel
- Limited Line Life, A&H
- Variable Life & Variable Annuity

Renew in Odd Years

- Property
- Casualty
- Personal Lines
- Bail Bonds
- Industrial Fire
- Surety
- Surplus Lines
- Adjusters (Claims & Public)
- Title



Can I Renew Online?

Two Online Options

- Producer/Adjuster Portal on the LDI website

www.lidi.la.gov

- NIPR website

www.nipr.com

Renewals are available beginning 60 days
prior to expiration date.



Online Renewals

- Paper renewal forms are no longer sent out.
- Renewal reminders are sent by email.
- For those who cannot complete the renewal process online, a paper renewal form can be accessed by logging into the Producer/Adjuster Portal.

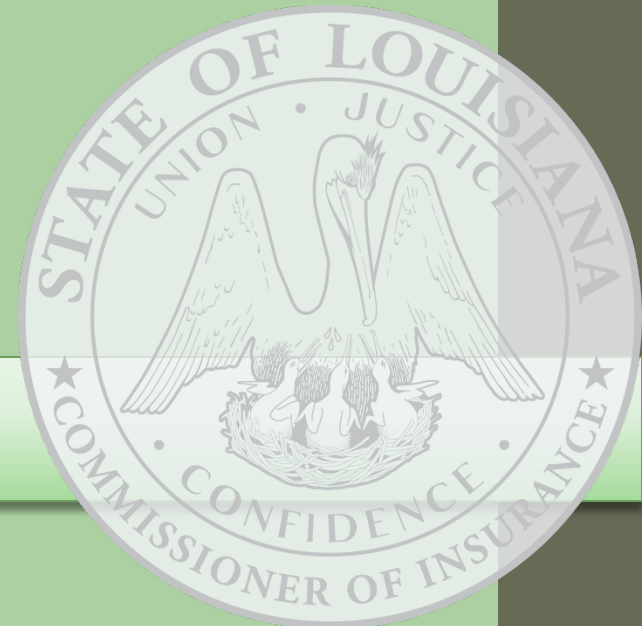


Online Reinstatements

- License reinstatements can be filed via the LDI website in the same manner as a renewal.
- Reinstatements are available on the Portal for as long as the license/line of authority is eligible for reinstatement.
- Reinstatements can be filed online through NIPR as well.

The reinstatement period has changed from 5 years to 2 years. EFFECTIVE: August 1, 2014

CONTINUING EDUCATION REQUIREMENTS





Producer CE Requirements

- Producers licensed for Life, Health & Accident, Property, Casualty and/or Personal lines must complete 24 hours of CE every two years.
- Total requirement must include three hours of ethics.
- Property, Casualty and Personal Lines licensees must also include three hours of Flood.

Adjusters do not have a flood CE requirement



Producer CE Requirements

- For dual LH/PC licensees, CE compliance will fall with the P&C renewal.
- Courses taken must be specifically approved for the line of authority that the licensee holds.
- All 24 hours can be taken online.
- Up to 10 hours from the prior renewal period can be carried over.
- Self-study hours are eligible for carry-over!
- Reported CE courses can be viewed online by accessing the Producer/Adjuster Portal.



Adjuster CE Requirements

- Adjusters must take 24 hours of CE
- Courses taken must be specifically approved for adjusters. The total requirement must include three hours of ethics.
- All 24 hours can be completed online.
- Note – there is no provision in the law for carry-over hours for adjusters.



Adjuster CE Requirements

- Nonresident adjusters must comply with the home state requirement if a license is held in the home state.
- If the home state does not require licensure, the adjuster has the option to comply with the CE requirement of a another state where a license is held or comply with Louisiana's requirement.



Title and Bail CE Requirements

- ❖ Bail Bond Producers
 - Twelve hours of CE every two years
- ❖ Title Producers
 - Currently six hours every two years.

Effective with 2015 renewals, title producers will need 12 hours with two hours dedicated to matters related to state and federal consumer finance protection laws.

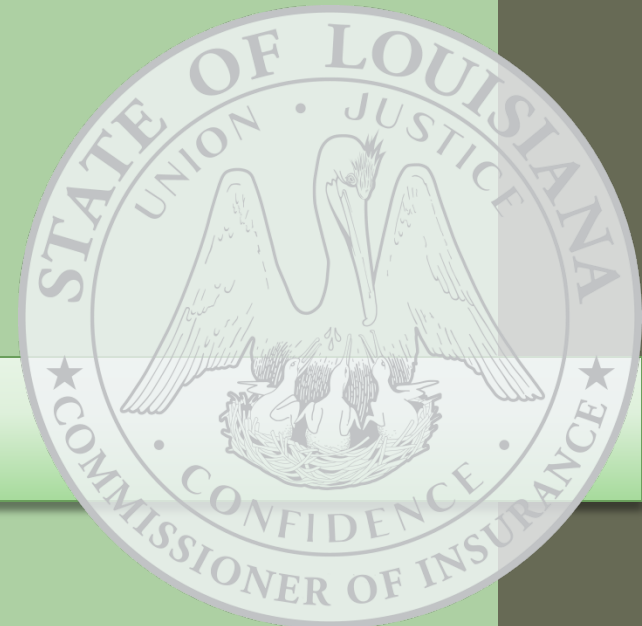
- Bail Bond and Title do not have an ethics requirement and do not have carryover.



When is CE Due ?

- All continuing education must be completed and on record with the LDI before a license renewal can be filed.
- Exception – No CE is required for the very 1st renewal.

PRODUCT-SPECIFIC TRAINING





Product-Specific Training

Long-Term Care and Annuities

- Training applies to all individuals selling these products, even if otherwise exempt.
- Is not part of CE requirement but most training courses are also approved for CE credit.



Long-Term Care Training

- An individual shall not sell, solicit or negotiate long-term care insurance unless the individual is licensed as an insurance producer for health and accident or life and has completed a one-time training course of no less than eight hours.
- In addition to the one-time training course required, an individual who sells, solicits or negotiates long-term care insurance shall complete ongoing training of no less than four hours every two years.
- CE credit can be earned if the training taken was submitted to the LDI for approval as a CE course.
- Training taken to satisfy another state's requirement can be used to meet this requirement.



Annuity Training Requirements

What is Required?

- A one-time, four hour training requirement.
- All resident and nonresident producers licensed for life authority who are selling annuity products of any kind must comply.

****A producer newly licensed for Life on or after August 15, 2012 must comply with the training requirement before selling annuity products.**



Industry Access Portal

- Updated version launched July 1, 2013
- Licensees log in to the Producer/Adjuster Portal through Industry Access.
- Unique user IDs/passwords have replaced license number/SSN as log-ins.
- Administrative functions will be able to be assigned to a single person for multiple licensees.

****Individuals who already utilize Industry Access can tie their existing log-in to Portal Access.**



Licensing Updates

- Reinstatement period reduced to two years from five years effective August 1, 2014. **Act 118 of 2014 Legislative Session**
- Reporting of Address changes increased to 30 days from 10 days effective August 1, 2014. **Act 118 of 2014 Legislative Session**
- *Email notifications are sent out when licenses are issued or renewed.*
- Generally, filings that do not require a fee can be submitted by email. This includes:
 - **Agency affiliations**
 - **State to state transfers**
 - **Name Changes**



Useful Email and Website Information

- Producer Licensing general email: producerlicensing@ldi.la.gov
- LDI: www.ldi.la.gov
- Prometric: www.prometric.com
- NIPR: www.nipr.com
- NIPR Help Desk – help@nipr.com



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Questions & Discussions

