

## NIPR Resident Licensing FAQ's

### 1. How do I receive my National Producer Number (NPN)?

The NPN is generated by submitting an application through NIPR. Upon completion of the application, NIPR sends the Candidate Information as well as the Examination Authorization electronically to Pearson VUE. Pearson VUE will then generate a candidate authorization e-mail wherein the NPN needed to make a reservation will be provided, in addition to information regarding each examination that the applicant has been authorized to take. The e-mail confirmation should be received by the individual within 2 hours of the application completion.

### 2. If an applicant scheduled their initial license exam prior to 05/11/12, but wants to now reschedule their appointment, will they need an NPN number?

Yes. Prior to 5/11/12, applicants were able to make an appointment for the exam without starting the application process in [www.NIPR.com](http://www.NIPR.com). If the original appointment was made prior to 5/11/12 and they are now rescheduling that appointment, the applicant will need to go to [www.NIPR.com](http://www.NIPR.com) to start an online application in order to receive an NPN number. The NPN number is now required by the Pearson VUE Test Reservation Call Center in order to schedule an appointment.

### 3. I made a mistake on my application in NIPR. May I change it to add Line(s) of Authority or change Lines of Authority if I applied for the wrong one?

Once an application has been submitted in NIPR (or submitted through SIRCON), it cannot be changed. If an applicant chose the wrong Line of Authority or needs to add additional Lines of Authority, they must submit a new application (which is also subject to the Pearson VUE Processing Fee).

In instances where the fees and other requirements are equal or exceed those required for the desired license, Agent Services Division may approve the switch with a written request. Most common examples of this are:

- Someone applying for the wrong type of business entity license ;
- Person applying for a new license when trying to renew;
- Persons applying for a Surplus Lines license when they want an Adjuster License (will not do, fees are not sufficient).

***Reminder: All fees are non-refundable. Applications are non-transferrable.***

- 4. I tested on May 9 or May 10. At the time I completed my examination I was told to wait 48 hours before going on to NIPR and applying for my license, now I am being assessed the \$50 processing fee in addition to the licensing and fingerprint fee. This does not seem fair.**

The information you were provided at the test center was correct. It takes approximately 48 hours for examination scores to be uploaded to NIPR. Had you attempted to complete an application on NIPR on May 9 or 10<sup>th</sup> NIPR would have prohibited this because there were no examination scores in the system. Although we are very sympathetic to the position you have been placed, the process did change on May 11, there were notices on the Pearson VUE website as well as on the NC Department of Insurance website regarding the changes. In addition, prelicensing providers were alerted to the upcoming changes.

- 5. Can I complete my NIPR application on my iPad?**

NAIC/NIPR applications and systems have been developed and tested using the Microsoft Internet Explorer and Firefox browsers. Most NAIC/NIPR applications perform *optimally* under Microsoft Internet Explorer version 7 and version 8, along with two most current versions of Firefox.

- 6. Does everyone have to pay the \$38 fingerprint fee?**

The Fingerprint Fee is required IF fingerprints are required. Fingerprint requirements may be found by license type in two places: The spreadsheet(s) provided for North Carolina Residents on the NC Department of Insurance website [www.ncdoi.com](http://www.ncdoi.com) under Agent Services Division / Licensing / Resident Fingerprint Requirements or through the following link: [http://www.ncdoi.com/ASD/ASD\\_Agents\\_Adj\\_Res\\_Fingerprint.aspx](http://www.ncdoi.com/ASD/ASD_Agents_Adj_Res_Fingerprint.aspx). In addition, when the individual completes the application on NIPR, the fees will reflect the fingerprint fee if it is required.

- 7. How long does it take for the NC Licensing Office of Pearson VUE to receive the fingerprints and the Criminal Background Check results from the SBI?**

This is dependent upon the SBI and USPS mailing time, the period of time can be as little as 5 business days and as long as 2 weeks. On occasion, there may be problems with the electronic scan process. In those instances, the report may take more than 2 weeks to be received.

- 8. If an applicant wants to reinstate a license that has been expired for more than one year, are they required to pay the \$50 Pearson VUE Initial Processing fee or the \$40 Pearson VUE Reinstatement Processing fee?**



Individual/business entity applicants are required to pay the Pearson VUE Initial Licensing Fee of \$50 if their license has lapsed for more than one year. The only exception is Surplus Lines

License applicants that can reinstate a lapsed license within two years and would pay a \$40 reinstatement fee. This information is found on the **North Carolina Resident Prelicensing Requirements /Exemptions Chart** on the NC Department of Insurance website [www.ncdoi.com](http://www.ncdoi.com) under Agent Services Division Licensing /Obtain an Insurance License or through the following link: [http://www.ncdoi.com/ASD/ASD\\_Agents\\_Adj\\_Obtain.aspx](http://www.ncdoi.com/ASD/ASD_Agents_Adj_Obtain.aspx)