

## FAQs on Company Appointment Renewals

### 1. When are company appointment renewal fees for the 2020-2021 license period due?

Company appointment renewal fees for the 2020-2021 license period are all due by March 31, 2020.

### 2. How will company appointment renewal fees be billed?

Company appointment renewal fees are due through the National Insurance Producer Registry (NIPR) for Producer (all six major lines of authority licenses), Auto Physical Damage, Medicare Supplement/Long Term Care, Limited Representative, Title Insurance, Credit Agent, and County Farm Mutual Agent appointments.

There are NO company appointment renewal fees due through State Based Systems (SBS) or paid directly to Agent Services Division. Company/Independent Firm adjusters and Hail adjusters now pay their license fee directly through the NIPR license renewal process instead of the companies being billed for an appointment.

### 3. When will the company invoice be available for payment?

All companies with active appointment types (described above) on January 25, 2020 will have invoices on NIPR available for payment beginning February 3, 2020. A company with no active appointments on the Producer Database (PDB) on January 25, 2020 will not have an invoice on NIPR for payment.

### 4. How do companies access their company appointment renewal invoices?

Insurance companies, motor club companies, and county farm mutual companies should follow the steps below to make payment beginning February 3, 2020 when the electronic invoices are on the NIPR website:

- On the Internet, they should go to [www.nipr.com](http://www.nipr.com)
- Follow the links to company appointment renewals and sign-in using their company identifiers: company cocode, FEIN, and/or company name
- Entering the necessary identifying information
- **Print/Pay the Invoice**
- View the detail report of appointment renewals
- **Print the Report \***
- Download the Report as text (delimited)
- Download the Report as XML.
- Help screens and NIPR Customer Support are available to guide them through the process.

### 5. What method may companies use to pay the appointment renewal invoice?

Companies must pay the appointment renewal bill using one of the electronic payment options made available by NIPR - Pay Pal, credit card or electronic check. Administrative fees are charged by NIPR for electronic processing.

**6. Can companies pay only part of the invoice if they notice discrepancies?**

Companies were directed to reconcile their company appointments prior January 24, 2020 in a company notification sent on December 9, 2019. The NIPR company invoices must be paid in full and no adjustments are permitted. The Agent Services Division accounting section will research any discrepancies after the company appointment renewal bill is paid in full.

**7. Will Agent Services Division provide a list of renewed appointments to companies after the renewal invoice is paid?**

The detailed list of all appointments renewed with payment of the invoice pursuant to NCAC 6A.0501 (d) is immediately available by selecting the "Print Renewals" option when viewing and paying the company invoice through the NIPR website. The Department will have fulfilled the requirement of making the list available to companies through this NIPR option. If companies fail to produce the list after payment, they will be required to pay for a company list by using the Licensee Mailing List Order Form.

**8. Are there any insurance companies exempt from NIPR electronic processing of company appointment renewal bills?**

No, all insurance companies, motor clubs, and county farm mutual companies are required to pay appointment renewal bills through NIPR pursuant to the requirements of 11 NCAC 06A.0501.

**9. How long will the NIPR company appointment renewal invoices be available on NIPR for payment?**

Appointment renewal invoices will be available on the NIPR website through 3:00 PM CST May 15, 2020.

**10. What will happen if a company fails to pay appointment renewal bill by May 15, 2020?**

All company appointments will be cancelled for companies that fail to pay their annual appointment renewal invoice. The company would be required to pay any outstanding invoices and pay the appropriate appointment fees to electronically re-appoint them to the company. Agent Services Division will notify the Market Regulation Division and the Financial Evaluation Division of any insurance company non-compliance with payment of invoices.

**11. Who will handle inquires about appointment renewal bills?**

If a company has a specific question regarding their appointment renewal invoice that is not addressed in these FAQs, they should contact the accounting section of the Agent Services Division at (919) 807-6800.