

## Producer Licensing FAQs

\*For **Continuing Education** questions, please visit [www.in.gov/idoi/2759.htm](http://www.in.gov/idoi/2759.htm).

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

- **Where do I find pre-licensing education classes?**

- Go to [www.sircon.com/Indiana](http://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](http://www.in.gov/idoi/2481.htm).

- **How do I register to take the licensing exam?**
  - Test online scheduling instructions are available online at [www.in.gov/idoi/2482.htm#a](http://www.in.gov/idoi/2482.htm#a).
    - Make an exam reservation online through [www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance) (Note: First-time users must first create an account by selecting the “Create account” box)
    - Exam scheduling questions should be directed to **Pearson VUE** by:
      - **Phone:** (866) 895-0498
      - **Email:** [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)
      - **Online Chat:** [www.pearsonvue.com/in/insurance/contact](http://www.pearsonvue.com/in/insurance/contact)
  
- **What’s the status of my application?**
  - To review the status of a pending application, please refer to the [www.sircon.com/Indiana](http://www.sircon.com/Indiana) or [www.nipr.com](http://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](http://www.sircon.com/Indiana) or [www.nipr.com](http://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](http://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 for Individuals](#) account or online at [www.nipr.com](http://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 may apply for a resident Indiana license online through either [www.sircon.com/Indiana](http://www.sircon.com/Indiana) or [www.nipr.com](http://www.nipr.com). If you first cancel your previous state resident license, the new Indiana 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 of Insurance. **The Department of Insurance 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 submit a license renewal application online through [www.sircon.com/Indiana](http://www.sircon.com/Indiana) or [www.nipr.com](http://www.nipr.com).
- Renewal invoices are generated and emailed as a courtesy 90 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](http://www.sircon.com), select "Renew or Reinstatement 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](http://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 of Insurance, no notice will be sent.

**\*Renewal notices are sent as a courtesy by the Department of Insurance. 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](http://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](http://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](http://www.nipr.com) or [www.sircon.com/Indiana](http://www.sircon.com/Indiana). DRLPs must be maintained online through a business entity's [Sircon](http://www.sircon.com/Indiana) account or at [www.sircon.com/Indiana](http://www.sircon.com/Indiana) by selecting "Maintain Your Firm Associations."

- **How can I get a copy of my license?**

- As the Department of Insurance no longer mails paper licenses upon issuance or renewal of a license, a copy can be obtained at [www.sircon.com/Indiana](http://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](http://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 for Individuals](http://www.sircon.com/Indiana) subscription service, the license printing fee is waived.

- **What is my Indiana license number or National Producer Number?**

- Go to [www.sircon.com/Indiana](http://www.sircon.com/Indiana) and select the "Find Your License Number/NPN" link.

# 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](mailto:agentlicensing@idoi.in.gov)

\*A listing of Agency Services contacts is available online at [www.in.gov/idoi/2446.htm](http://www.in.gov/idoi/2446.htm).

- Applying for a **New Resident** producer license or adding on a new line of authority?
  - Call Rex Snow at (317) 232-2414 or email [rsnow@idoi.in.gov](mailto:rsnow@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](mailto:bemiller@idoi.in.gov)
- Are you **Renewing** or **Reinstating** a license?
  - Call Kelsea Johnson at (317) 232-2413 or email [KeJohnson@idoi.in.gov](mailto:KeJohnson@idoi.in.gov)
- Have questions about your **Continuing Education**?
  - Call Brooke Walters at (317) 232-5858 or email [BrWalters@idoi.in.gov](mailto:BrWalters@idoi.in.gov)
- Have a **Bail or Recovery Agent Licensing** question?
  - Call Psalms Kelly at (317) 232-5265 or email [pskelley@idoi.in.gov](mailto:pskelley@idoi.in.gov)
- Have questions about **Adjuster Licensing**?
  - Call Psalms Kelly at (317) 232-5265 or email [pskelley@idoi.in.gov](mailto:pskelley@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](mailto: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](http://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.