



CONTINUING EDUCATION EXTENSION AND EXEMPTION FAQs

To avoid license expiration due to noncompliance with the continuing education (CE) requirements, North Carolina resident Producers & Adjusters and NC DHS Adjusters can:

- 1) Request a 30-day extension to meet the CE requirements
- or
- 2) Request a CE exemption due to medical reasons or active military service and be waived from the CE requirements for a compliance period

Following are some FAQs to help anyone who may qualify for an extension or an exemption.

Q. How can I request a 30-day extension (additional time) to complete CE?

- A. No sooner than 30 days before the end of the compliance period and no later than the last day of the compliance period you can request a 30-day extension to complete your CE requirements.

Go to the following link:

<https://www.sircon.com/ComplianceExpress/NonSscrbEducation/index.jsp?nonSscrb=Y&sscrbid=9999>

Click on the link for “Services” on the left. Then click on “CE Exemption or Extension Request”. Enter your email address and check the box for “This application is for a continuing education extension.” Then follow the prompts to pay the \$75 fee.

View your license status at <https://sbs.naic.org/solar-external-lookup/> to verify your extension is in place. Your license status will show as “Extended”. The extension is valid for 30 days after your CE compliance date.

Q: If my license is expired, could I still request a 30-day extension?

- A. No, as extensions must be requested no later than the last day of the compliance period.

If the license is already expired, you have 4 months (or 120 days) from the CE compliance date to complete the required hours to be eligible for reinstatement with a \$75 reinstatement fee; or, if you meet the requirements, you can apply for a CE waiver based on medical or active military service.

Q. How can I request a CE exemption (or waiver) for medical reasons or active military service?

- A. Please complete the “North Carolina Department of Insurance Waiver Request Form” found at <https://www.prometric.com/test-takers/search/ncceprod>. Submit the completed form with the proper documentation to cesupportteam@prometric.com or by postal mail. If you are approved for a medical or military exemption, you are not required to take the mandatory ethics and flood hours. You will receive written confirmation advising if the exemption has been granted or denied.

Q. Are there any other exemptions from CE available?

- A. As of October 1, 2010, CE exemptions are only issued for medical reasons or active military service. (Exemption requests based on hardship are reviewed on a case-by-case basis.)

If you have any questions, please review the licensee handbook on Prometric’s website at <https://www.prometric.com/test-takers/search/ncceprod>; call Prometric at (866) 241-3121 or call the Agent Services Division at (919) 807-6800.