



Department of Business and Industry

Nevada Division of Insurance

1818 E. College Pkwy, Suite 103, Carson City, Nevada 89706-7942 **Phone:** (775) 687-0700 **Web:** doi.nv.gov

June 15, 2020

In an effort to help licensees with their compliance requirements under current COVID-19 conditions, the Nevada Division of Insurance, Licensing Section, presents the following FAQ's:

Q: I am applying for a new insurance license and am having trouble getting the test scheduled and fingerprints taken. What can I do?

A: Pearson VUE has re-opened its test sites in Reno and two in Las Vegas at 50% capacity in addition to the Third-Party Test Centers. Pearson

Q: Are residents able to test and fingerprint at the same time?

A: Yes. Pearson VUE is starting to take limited appointments for fingerprinting at their test sites starting June 22, 2020. To make an appointment please contact Idemia at (866) 761-8069 or visit their website at <https://pearsonwestd.ibtfingerprint.com>

You may also schedule fingerprinting with one of vendors below; should Pearson VUE not have any open appointments:

EC Name	City	Phone
Fingerprinting Pros Inc	Las Vegas	702-734-2665
Fingerprinting Express	Reno	775-322-5587
B&D Fingerprinting	Las Vegas	702-485-5256
Burton Studios	Las Vegas	702-456-9190
National Fingerprints, LLC.	Las Vegas	702-750-1523
The UPS Store #4290	Reno	775-852-3777
1 st Peleton	Las Vegas	702-648-7005 www.1stpelotonfingerprinting.com
A-1 Fingerprinting	Elko	702-485-1718
Express Electronic Fingerprinting Services	Las Vegas	702-856-6335
Fingerprinting of Nevada	Las Vegas	702-332-1856

Our website has instructions for scheduling exams.

<http://doi.nv.gov/Licensing/Online-Services/> and click on Pearson VUE Examination

Q: How long does it take to process my application that is submitted online?

A: If the renewal application is submitted NIPR or Sircon and meets all of Nevada's business rules, the application will be approved immediately. Documentation regarding background questions should be submitted in the NIPR Warehouse at the time of application submission. If the application requires additional information or documentation, NIPR or Sircon provides a general response about the requirements that still need to be met. This may require the applicant to provide documentation for Nevada staff to verify information.

Applicants must upload any required documentation to their application in NIPR or Sircon. Should you not be able to, please contact one of the staff below.

Q: Is there a delay in processing applications brought on by the COVID-19 conditions?

A: Applications are currently being processed in the order they are received. Staff has transitioned to working remotely and we are still able to process applications and service requests.

Q: Is there an extension for CE or license renewal at this time?

A: There is **no impact** at this time to the availability of our website for access to forms and/or the services of our online vendors - NIPR and Sircon - for online transactions. Renewals are available 90-days prior to expirations. CE can be done anytime over the three-year period between renewals. **Nevada has currently waived proctoring of exams for CE; however, the licensee is required to take the exam.**

Q: Can CE providers convert in-classroom courses to webinar or self-study?

A: Yes. Providers are approved to convert in-classroom courses to webinar or self-study. However, students are still required to take the exam for self-study, but the proctoring of exams has been waived during the COVID-19 conditions.

Q: Is the process to submit a service/maintenance (i.e. name change, line of authority modification, or letter of clearance) for an active licensee requested changed?

A: If you need to submit a service request using a DOI form, all can be received by email or fax for processing. Here is a link to our website in regard to service/maintenance requests: <http://doi.nv.gov/Licensing/Maintain-License-Association/>

Q: What is the method to send documentation to the Nevada DOI Licensing Section?

A: You can still use the NIPR reporting and document warehouse and the Sircon attachment systems for applications, reporting of actions and renewal documentation. Should an issue arise please contact on our staff below.

Producer Licensing

Includes: Producers, Surplus Lines Brokers, Motor Club Agents, Insurance Consultant and Exchange Enrollment Facilitators.

Imelda Arroyo (last names beginning A through M) - iarroyo@doi.nv.gov

Luann Trimarchi (last names beginning N through Z)- luannt@doi.nv.gov

Tanya Lyons, Producer Licensing Supervisor - tlyons@doi.nv.gov

Specialty Licensing

Includes: Adjusters, Bail, Cemetery, Escrow, Funeral, Independent Review Organizations, Managing General Agents, Motor Vehicle Damage Appraisers, Reinsurance Intermediaries, Title, Utilization Review, Viatical, and Service Contract Providers.

Nancy Curnow - ncurnow@doi.nv.gov

Lisa Bard, Specialty Licensing Supervisor - lbard@doi.nv.gov

Q: Will you be issuing temporary licenses?

A: Nevada Division of Insurance (“Division”) understands the impact that efforts to prevent the spread of COVID-19 has on individuals desiring to become licensed to conduct the business of insurance.

Nevada law requires individuals to qualify for a license by taking an exam, submitting fingerprints, and completing an application. These requirements ensure that individuals have an entry-level competence and are less likely to pose a risk to insurance consumers.

To continue to meet the Division’s mission to protect insurance consumers, the Division does not plan to waive the requirements for licensure, even on a temporary basis.

The Division is pleased to announce that it is working with its testing vendor, Pearson VUE, to offer safe testing environments and applicants can still get fingerprints submitted through alternate locations within Nevada.

Please refer to the Licensing Section of the Division’s website for further information.

<http://doi.nv.gov/Licensing/>

Q: Will CE deadlines be extended?

A: Due to the significant availability of online courses (approximately 7,500 active online courses), and two vendors whose services for online renewal are still available, there is currently no decision to extend CE or renewal deadlines at this time. We could consider extreme circumstances and those directly impacted by COVID-19 on a case-by-case basis, or until online services are impacted or no longer available. **Nevada has temporarily waived the proctor exam portion of self-study CE courses only.** Many providers are converting classroom courses and conferences to webinar format as they continue to work to provide greater flexibility and availability.

Q: How are the normal processes and services impacted at this time?

A: The Division is highly encouraging online transactions (NIPR & Sircon), accessing our website (www.doi.nv.gov) and sending email communications to necessary staff so we can respond as needed and continue to get the work done in an efficient manner.

Q: How can I check on the status of my application?

A: The Division recommends that you check on the status of your online transaction with the vendor you submitted through.

Q: How can I get a license copy if one is not sent to me?

A: You may print your license from Sircon. <https://www.sircon.com/Nevada>

Q: What services are unavailable/disrupted at this time?

A: At this time, there is no disruption of work, we are not shutdown as to our usual licensing services – only working remotely. The old exam vendor service locations are shut down temporarily as they need to be reconfigured to support proper safe distancing protocols and appropriate cleansing protocols. However, there are new options available that already adhere to the new protective protocols. The Division recommends email communications, rather than phones, so that we may respond more efficiently.

Q: How are appointment renewals being processed?

A: Currently there is no change in the process of appointment renewals. The Division requires an insurer to annually renew each appointment of a producer of insurance who acts as his/her agent.

Q: Can I do other work at an insurance office while I wait to get my license?

A: Yes. However, unlicensed persons cannot perform licensable activities. At this time, the Division is not issuing temporary licenses or suspending any licensing requirements. If you have questions about which acts require a license and which do not, see attached National Association of Insurance Commissioner's PDF.

Please recognize this is a fluid situation and day-to-day adjustments will occur. The Division strongly encourages you to visit our website for any updates: www.doi.nv.gov

As we continue to work with our vendors for updates, most services are currently available on-line through NIPR and Sircon for Nevada.