

What are the KYDOI continuing education requirements for RESIDENT Adjusters?

Resident Kentucky independent and public adjusters who have held a license for at least one year are required to complete 24 hours of Continuing Education within their 2-year licensing period. A minimum of three (3) of the total 24 hour requirement must be dedicated to the subject of **Ethics**.

The continuing education compliance period is every two years, and is based on the licensee's birth year whether born in an even-numbered year or odd-numbered year. The first compliance due date under this new requirement will be July 31, 2012. See the Compliance Period table in the attached "2010 Legislative Changes to Adjuster License" document.

What are the KYDOI continuing education requirements for NON-RESIDENT Adjusters?

Non-residents licensees (who have not adopted KY as their home licensing state) are not required to complete KY CE requirements. Furthermore, if adjusters are not required to take CE in their home (or adopted home) state, and remain in good standing; they are not required to submit CE credits to renew their Kentucky license. If the license terminates in their resident or designated home state, their KY nonresident license will terminate and must be immediately surrendered.

What are the KYDOI rules on repeating courses and CE carryover hours?

No licensee may be granted credit for a program more than once during a single license renewal period.

The KYDOI does allow adjusters to carryover a maximum of 12 excess hours to the next licensing period. However, excess hours in Ethics will only carryover as "general" credit hours.

Does the KYDOI provide extensions of time for a Licensee to complete CE?

According to the Insurance Code Rules, "for good cause shown, the commissioner may grant an extension of time during which the continuing education requirements may be completed, but the extension of time shall not exceed two (2) years. What constitutes good cause for the extension of time rests within the discretion of the commissioner".

AE21 suggests that you contact the KYDOI directly to discuss specific requirements necessary to file the extension.

Can I fulfill all of my Kentucky CE requirements by completing online Self Study Courses?

Yes. There are no restrictions on the type or number of online Self-Study programs an adjuster can take to fulfill their CE requirements.

After completing an online Self-Study course, how are my CE course completions reported to the KYDOI?

Reporting course completions is the CE provider's (AE21) responsibility. We will be notified immediately after you sign off and we'll file your CE electronically with to the KYDOI CE Vendor (Prometric).

What are the Final Examination Requirements?

The KYDOI requires that all Self-Study courses must include an examination for students to receive credit. Our exams consist of 25 multiple choice questions. CE credits will only be allowed if the student receives a grade of 70% or greater. Students are allowed three (3) retakes if you don't pass the first time.

Online exams for internet/online courses may be open book and do not require a proctor.

Will I receive a Certificate of Completion from AE21 upon completing a course?

Yes. At the conclusion of the online course you will have an opportunity to print your Certificate of Completion.

Does the KYDOI provide online access to my CE status/transcript?

Adjusters can view the most current information as reflected in the Department's records regarding the number of continuing education hours credited to them via the KY Agent Licensing Quick Search web portal @ <http://insurance.ky.gov/Agent/Default.aspx>

What if the FAQ's do not address my question/issue?

Call us toll free @ 1-855-985-2672 or 1-800-820-4550. If we can't answer your question we will refer you to someone who can.

How can I contact the Kentucky Department of Insurance?

KYDOI Phone#: (502)-564-6004

KY License Information: http://insurance.ky.gov/Agent/Default.aspx?MenuID=46&Div_id=2

KYDOI Adjuster Website: http://insurance.ky.gov/static_info.aspx?static_id=22&MenuID=38&Div_id=2

KYDOI Email Address: DOI.AgentLicensingMail@ky.gov

General Mailing Address:

Kentucky Department of Insurance
Agent Licensing
P.O. Box 517
Frankfort, Kentucky 40602-0517

Physical Address:

Kentucky Department of Insurance
Agent Licensing
215 West Main Street
Frankfort, KY 40601