

What are the NCDOI continuing education requirements for RESIDENT Adjusters?

Resident North Carolina adjusters 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**.

In addition, all adjusters must complete a minimum of three (3) hours of CE courses dedicated to the subject of **Flood Insurance** every 4 years (or every other licensing period).

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

Non-residents licensees (who have not adopted NC as their home licensing state) are not required to complete NC 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 North Carolina license.

What are the NCDOI 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 NCDOI does allow adjusters to carryover excess hours to the next licensing period. However, excess hours in Ethics or Flood will only carryover as “general” credit hours.

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

Yes. Extension requests will be accepted on sooner than 30 days before the end of a licensee’s compliance period and must be received by Prometric no later than the last day of your compliance period. For further information, click on the following link “[North Carolina Department of Insurance Extension Request](http://www.prometric.com/CE/ncceprod)” provided within the Prometric webpage @ <http://www.prometric.com/CE/ncceprod>.

AE21 suggests that you contact Prometric or the NCDOI directly to discuss specific questions or issues not addressed in the website.

Can I fulfill all of my North Carolina 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.

What are the Final Examination Requirements?

The NCDOI 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 courses with online final exams must be **closed book (i.e.,** no outside information may be used to complete the exam) but do not require a proctor.

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

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 the NCDOI CE Vendor (Prometric).

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 NCDOI 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 Prometric web portal @

<https://ceo.experioronline.com/default.asp?STATE=NC>

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

Call us @ 1-800-820-4550. If we can't answer your question we will refer you to someone who can.

How can I contact the North Carolina Department of Insurance?

NCDOI Phone#: (919) 807-6800

Prometric Phone#: (866) 241-3121

NC License/NPN #” Lookup: <https://sbs-nc.naic.org/Lion-Web/jsp/sbsreports/AgentLookup.jsp>

NC CE Info via Prometric: <http://www.prometric.com/CE/ncceprod>

NCDOI Agent/Services Website: <http://www.ncdoi.com/asd/>

General Mailing Address:

North Carolina Department of Insurance
Agent Services Division
1204 Mail Service Center
Raleigh, NC 27699-1204

Physical Address:

North Carolina Department of Insurance
Agent Services Division
Dobbs Building
430 N. Salisbury Street
Raleigh, NC 27603