

## Frequently Asked Questions New Hampshire Continuing Education Program: Licensee-Related

### Question Topics

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This information is, in part, a summary of the Rules and Regulations noted in Chapter 402-J:8

Item	Category / Question	Answer
1.1	<p><b><u>GENERAL CE REQUIREMENTS</u></b></p> <p>What are the specific continuing education requirements for the State of New Hampshire?</p>	<p>Each producer licensee (in any line of insurance that requires an examination to become licensed) shall be required to complete thirty (30) credit hours of approved continuing education every two years.</p> <p>Multi-line and worker's compensation adjusters must meet the requirement of twenty (20) continuing education credit hours. Public adjusters are required to complete fifteen (15) hours.</p>
1.2	<p>When is the education due?</p>	<p>Education must be completed sixty (60) days before your license renewal date.</p>
1.3	<p>How is the completion of this education reported to the New Hampshire Insurance Department (NHID)?</p>	<p>All sponsors of continuing education submit course completion information directly to Promissor. Promissor, in turn, provides the Department with the names of those licensees who are in compliance. Licensees will no longer file the CEA-5 form with the Department; however, they are advised to retain course completion certificates in the event that a discrepancy occurs.</p>
2.1	<p><b><u>NON-RESIDENTS</u></b></p> <p>I am a non-resident licensee of New Hampshire. How does the CE requirement affect me?</p>	<p>If you are a producer, a certificate of good standing from your resident state must be submitted to the NHID. The licensee is responsible for requesting this from the resident insurance department.</p> <p>If you are a multi-line or worker's compensation adjuster from a state that requires CE, the same rules as above apply. If your resident state does not require CE, then you must meet the CE rules as if you were a NH resident.</p> <p>If you hold a public adjuster license you must take fifteen (15) hours of CE approved by the NHID.</p>

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3.1	<p><b><u>COURSES AND CREDIT</u></b></p> <p>What types of courses must I take?</p>	<p>Licenses holding a producer license may take any insurance course other than one designed for adjusters <u>only</u>.</p> <p>Multi-line adjusters must take twenty (20) hours in multi-line <b>or</b> worker's compensation courses.</p> <p>Workers Comp adjusters must have ten (10) hours of multi-line courses and ten (10) hours of worker's comp courses.</p> <p>Public adjusters must take all fifteen (15) hours in courses designated for public adjusters.</p>
3.2	Can I carry over course credit?	Excess credit hours accumulated during any biennium may not be carried forward to the next biennium
3.3	Can I duplicate courses?	A course cannot be repeated for credit within two (2) years from the date of completion. Credit from courses repeated within two (2) years will only be awarded once towards your CE requirement.
3.4	Can I receive credits towards my CE requirement if I am the course instructor?	Yes. Instructors of approved continuing education courses may receive the same credit hours as a person enrolled in the course; however, due to the duplication rule, credit will only be awarded once during a compliance period.
4.1	<p><b><u>COMPLIANCE STATUS AND TRANSCRIPTS</u></b></p> <p>When and how can I receive written notification of my continuing education compliance status?</p>	<p>At any time during the compliance cycle you may access Promissor's Web site and request a transcript. The transcript will identify courses that have been reported by the sponsors. If your credit is not shown, you must call the sponsor to verify that it has been submitted. Sponsors have been advised to report credits no later than thirty (30) days after a course is completed.</p> <p>To receive a transcript:  Log on to <a href="http://www.promissor.com">www.promissor.com</a> and under <i>Find Other Services</i> click on <i>Continuing Education Tracking Services</i>. Choose New Hampshire from the list, then click on <i>Licensee Course Transcript</i>, where you may enter your New Hampshire license number and the first five letters of your last name. You will be able to view and also print your transcript.</p>
4.2	Is there a toll-free number I can use to obtain verbal information regarding my continuing education status?	Yes, you can contact Promissor-NH CE Customer Care at (877) 224-0227, Monday through Friday, 8am until 5pm Eastern Standard Time.
5.1	<p><b><u>CE ENFORCEMENT/ NON-COMPLIANCE</u></b></p> <p>What happens if I have not completed my CE requirements by the deadline for my license?</p>	If you have not completed your requirements you will not receive a renewal notification for your license. You will not be eligible until you are in CE compliance.