



NIPR's number one priority is to provide excellent service to our customers. Please review the following [announcement](#) for an NIPR update related to COVID-19.

In addition, NIPR continues to monitor any new developments related to State Government shutdowns as well as the vendors states utilize to support continuing education, pre-licensing education and examination services.

The list below is provided by NIPR as a resource for customers to view updates related to processing delays, staff availability, etc. Please note that this list is not exhaustive and will be updated as information is made available to NIPR.

Information Related to: Examination and Continuing Education Services

Prometric	https://www.prometric.com/corona-virus-update
Pearson Vue	https://home.pearsonvue.com/coronavirus-update
PSI	https://www.psonline.com/important-notice-update-concerning-covid-19-coronavirus
Alabama	Exam Centers closed March 14, 2020- April 1, 2020 https://training.ua.edu/insurance-testing/insurance-testing-contact-us.php

Information Related to: State Insurance Department Closures, Guidance, and Updates

Ohio	Please send licensing related questions to: Licensing@insurance.ohio.gov
Pennsylvania	Offices closed. Currently scheduled to re-open on Monday March 30, 2020. State will continue to accept requests electronically. Please expect delayed responses and processing times on applications and transactions requiring state review.
Tennessee	Physical offices closed. Scheduled to re-open March 31, 2020. Encourages online processing.
Washington	Physical offices closed. The department strongly encourages applicants to submit their questions via email (licinfo@oic.wa.gov) rather than by phone.

Insurance Department staff in the states listed below are working remotely

Please note that this may in some cases result in delayed responses and processing times on applications and transactions requiring state review.

Alabama	Illinois	Puerto Rico	Tennessee	Vermont
Florida	Ohio	South Dakota	Utah	Washington