



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 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

Alabama	For licensing renewal inquiries or questions about the producer licensing exam, email us at producerlicensing@insurance.alabama.gov or call 334-241-4126.
Alaska	Physical offices closed. Check website for updates and news. https://www.commerce.alaska.gov/web/ins/
Arizona	For state information related to COVID-19, refer to https://nipr.com/sites/default/files/2020-03/COVID19%20State%20and%20Vendor%20Announcements%20and%20Links%203.20.pdf
California	For licensing status and inquiries, please visit CDI's web site at www.insurance.ca.gov .
District of Columbia	Physical offices closed. Check website for updates and news. https://disb.dc.gov/
Florida	Physical offices closed. Check website for updates and news. https://www.flor.com/
Guam	Physical offices closed. Please notify ISBRE if you encounter problem during the online process.
Hawaii	Physical offices closed. Normal business hours will resume on Monday, April 6, 2020 at 7:45 am (if not extended). Please direct your inquiry via email to inslic@dcca.hawaii.gov .
Indiana	Physical offices closed. Due to staff working remotely, it is encouraged that license applications, renewal applications, supporting documentation, or any other licensing information or update be submitted online. Paper/mail/fax submissions may experience much longer processing times during this time.

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Illinois	Physical offices closed. Check website for updates and news. https://insurance.illinois.gov/
Kansas	Physical offices will close 3/23/20. Please check the Kansas Insurance Department website for updates and news. https://insurance.kansas.gov/news/
Maryland	Physical offices closed. Check website for updates and news. https://insurance.maryland.gov/Pages/default.aspx The state has just recently posted an FAQ on their website: https://insurance.maryland.gov/Documents/newscenter/MIA-Producer-Licensing-COVID-FAQ.pdf
Maine	Physical offices open by appointment only. Check website for updates and news. https://www.maine.gov/pfr/insurance/ If there are any licensing questions, please send emails to the general email insurance.pfr@maine.gov .
Massachusetts	Physical offices closed. Check website for updates and news. https://www.mass.gov/orgs/division-of-insurance
Michigan	Please send licensing related questions to: DIFS-Licensing@michigan.gov . You can also stay informed on the state's response to COVID-19 by regularly visiting Michigan.gov/Coronavirus and CDC.gov/Coronavirus .
Mississippi	Physical offices closed. Please send licensing related questions to: licensing@mid.ms.gov .
Nevada	Physical offices closed. Check website for updates and news. http://doi.nv.gov/
New Mexico	Physical offices closed. Check website for updates and news. https://www.osi.state.nm.us/
New York	Physical offices closed. Check website for updates and news. https://www.dfs.ny.gov/
Ohio	Please send licensing related questions to: Licensing@insurance.ohio.gov
Oklahoma	Physical offices closed. Check website for updates and news. www.licensing.oid.ok.gov
Pennsylvania	Physical 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. Check website for updates and news, www.insurance.pa.gov
Puerto Rico	Physical offices closed. Check website for updates and news. http://www.ocs.gobierno.pr/ocspr/
Rhode Island	While our office remains open, non-essential walk-in traffic is highly discouraged and may be handled outside at a safe distance of 6 feet between persons. https://dbr.ri.gov/documents/news/insurance/InsuranceBulletin2020-3.pdf
South Carolina	Physical offices closed. Check website for updates and news. https://doi.sc.gov/
South Dakota	Physical offices closed. Check website for updates and news. https://dlr.sd.gov/insurance/default.aspx
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 have remote work access

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

Alabama	Hawaii	Massachusetts	North Carolina	South Dakota
Alaska	Illinois	Michigan	North Dakota	Tennessee
Arizona	Indiana	Minnesota	Ohio	Texas
California	Iowa	Mississippi	Oklahoma	Utah
Connecticut	Kansas	Nebraska	Oregon	Vermont
District of Columbia	Kentucky	Nevada	Pennsylvania	Virginia
Florida	Louisiana	New Hampshire	Puerto Rico	Washington
Georgia	Maine	New Mexico	Rhode Island	West Virginia
Guam	Maryland	New York	South Carolina	Wisconsin