

Last Revised 4/30/2020

**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: State Insurance Department Closures, Guidance, and Updates

Alabama	For licensing renewal inquiries or questions about the producer licensing exam, email us at <a href="mailto:producerlicensing@insurance.alabama.gov">producerlicensing@insurance.alabama.gov</a> or call 334-241-4126.
Alaska	Physical offices closed. Check website for updates and news. <a href="https://www.commerce.alaska.gov/web/ins/">https://www.commerce.alaska.gov/web/ins/</a>
Arizona	For state information related to COVID-19, refer to <a href="https://nipr.com/sites/default/files/2020-03/COVID19%20State%20and%20Vendor%20Announcements%20and%20Links%203.20.pdf">https://nipr.com/sites/default/files/2020-03/COVID19%20State%20and%20Vendor%20Announcements%20and%20Links%203.20.pdf</a>
California	For licensing status and inquiries, please visit CDI's web site at <a href="http://www.insurance.ca.gov">www.insurance.ca.gov</a> and type "licensing email" in the search bar
Connecticut	Physical offices closed. Check website for updates and news. <a href="https://portal.ct.gov/cid">https://portal.ct.gov/cid</a> and <a href="https://portal.ct.gov/CID/Licensing/Licensing-General-Information">https://portal.ct.gov/CID/Licensing/Licensing-General-Information</a>
DC	Physical offices closed. Check website for updates and news. <a href="https://disb.dc.gov/">https://disb.dc.gov/</a>
Florida	Physical offices closed. Check website for updates and news. <a href="https://www.floir.com/">https://www.floir.com/</a>
Guam	Physical offices closed. Please notify ISBRE if you encounter problem during the online process.
Hawaii	Physical offices closed will be closed through May 31, 2020 (if not extended). Please direct your inquiry via email to <a href="mailto:inslic@dcca.hawaii.gov">inslic@dcca.hawaii.gov</a> .
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.
Illinois	Physical offices closed. Check website for updates and news. <a href="https://insurance.illinois.gov/">https://insurance.illinois.gov/</a>

Kansas	Physical offices closed. Please check the Kansas Insurance Department website for updates and news. <a href="https://insurance.kansas.gov/news/">https://insurance.kansas.gov/news/</a>
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Maryland	Physical offices closed. Check website for updates and news. <a href="https://insurance.maryland.gov/Pages/default.aspx">https://insurance.maryland.gov/Pages/default.aspx</a> The state has just recently posted an FAQ on their website: <a href="https://insurance.maryland.gov/COVID-19/Documents/MIA-Producer-Licensing-COVID-FAQ.pdf">https://insurance.maryland.gov/COVID-19/Documents/MIA-Producer-Licensing-COVID-FAQ.pdf</a>
Maine	Physical offices are now closed. Check website for updates and news. <a href="https://www.maine.gov/pfr/insurance/">https://www.maine.gov/pfr/insurance/</a> If there are any licensing questions, please send emails to the general email <a href="mailto:insurance.pfr@maine.gov">insurance.pfr@maine.gov</a> . The state has posted an FAQ on their website: <a href="https://www.maine.gov/pfr/insurance/covid19_cornoavirus/index.html">https://www.maine.gov/pfr/insurance/covid19_cornoavirus/index.html</a>
Massachusetts	Physical offices closed. Check website for updates and news. <a href="https://www.mass.gov/orgs/division-ofinsurance">https://www.mass.gov/orgs/division-ofinsurance</a>
Michigan	Please send licensing related questions to: <a href="mailto:DIFS-Licensing@michigan.gov">DIFS-Licensing@michigan.gov</a> . You can also stay informed on the state's response to COVID-19 by regularly visiting <a href="http://Michigan.gov/Coronavirus">Michigan.gov/Coronavirus</a> and <a href="http://CDC.gov/Coronavirus">CDC.gov/Coronavirus</a> .
Mississippi	Physical offices closed. Please send licensing related questions to: <a href="mailto:licensing@mid.ms.gov">licensing@mid.ms.gov</a> .
Missouri	Physical offices closed. Check website for updates and news. <a href="https://insurance.mo.gov/">https://insurance.mo.gov/</a>
Nevada	Physical offices closed. Check website for updates and news. <a href="http://doi.nv.gov/">http://doi.nv.gov/</a>
New Mexico	Physical offices closed. Check website for updates and news. <a href="https://www.osi.state.nm.us/">https://www.osi.state.nm.us/</a>
New York	Physical offices closed. Check website for updates and news, <a href="https://www.dfs.ny.gov/">https://www.dfs.ny.gov/</a> . Licensing questions may be sent to <a href="mailto:licensing@dfs.ny.gov">licensing@dfs.ny.gov</a> . Continuing education questions, <a href="mailto:coned@dfs.ny.gov">coned@dfs.ny.gov</a> .
Ohio	Please send licensing related questions to: <a href="mailto:Licensing@insurance.ohio.gov">Licensing@insurance.ohio.gov</a>
Oklahoma	Physical offices closed. Check website for updates and news. <a href="http://www.licensing.oid.ok.gov">www.licensing.oid.ok.gov</a>
Pennsylvania	Physical offices closed. Locations will remain closed until further notice. 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, <a href="http://www.insurance.pa.gov">www.insurance.pa.gov</a>
Puerto Rico	Physical offices closed. Check website for updates and news. <a href="http://www.ocs.gobierno.pr/ocspr/">http://www.ocs.gobierno.pr/ocspr/</a>
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. <a href="https://dbr.ri.gov/documents/news/insurance/InsuranceBulletin2020-3.pdf">https://dbr.ri.gov/documents/news/insurance/InsuranceBulletin2020-3.pdf</a>

South Carolina	Physical offices closed. Check website for updates and news. <a href="https://doi.sc.gov/">https://doi.sc.gov/</a>
South Dakota	Physical offices closed. Check website for updates and news. <a href="https://dlr.sd.gov/insurance/default.aspx">https://dlr.sd.gov/insurance/default.aspx</a>
Tennessee	Physical offices closed. Scheduled to re-open May 26, 2020. Encourages online processing as any access to physical mail is extremely limited. Applicants can verify and print licenses online at <a href="http://www.statebasedsystems.com">www.statebasedsystems.com</a> .
Washington	Physical offices closed. The department strongly encourages applicants to submit their questions via email ( <a href="mailto:licinfo@oic.wa.gov">licinfo@oic.wa.gov</a> ) 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	Illinois	Minnesota	North Dakota	Texas
Alaska	Indiana	Mississippi	Ohio	Utah
Arizona	Iowa	Missouri	Oklahoma	Vermont
California	Kansas	Nebraska	Oregon	Virginia
Connecticut	Kentucky	Nevada	Pennsylvania	Washington
District of Columbia	Louisiana	New Hampshire	Puerto Rico	West Virginia
Florida	Maine	New Jersey	Rhode Island	Wisconsin
Georgia	Maryland	New Mexico	South Carolina	Wyoming
Guam	Massachusetts	New York	South Dakota	
Hawaii	Michigan	North Carolina	Tennessee	

**Information Related to: Examination Services**

Prometric	<a href="https://www.prometric.com/corona-virus-update">https://www.prometric.com/corona-virus-update</a>
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Pearson Vue	<p><a href="https://home.pearsonvue.com/coronavirus-update">https://home.pearsonvue.com/coronavirus-update</a></p> <p>Some Pearson VUE-owned and operated Pearson Professional Centers are becoming available for testing in the United States.</p> <p>Candidates can schedule their exams for appointments starting May 1st and beyond if conditions allow.</p> <p>Due to the varying availability of test centers, you should search for local test center availability before scheduling your exam. Find your <a href="#">exam program on the test-taker homepage</a>, then log in to your account to search for a test center that's open near you.</p> <p>We will continue to deliver exams to any independent third-party test centers (PVTTC and PVTTC Selects) who still have the ability to operate within the United States. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.</p> <p style="text-align: right;">Updated: April 22, 2020</p>
PSI	<p><a href="https://www.psonline.com/important-notice-update-concerning-covid-19-coronavirus">https://www.psonline.com/important-notice-update-concerning-covid-19-coronavirus</a></p>
Alabama	<p>Exam Centers closed March 14, 2020 until further notice.</p> <p><a href="https://training.ua.edu/insurance-testing/insurance-testing-contact-us.php">https://training.ua.edu/insurance-testing/insurance-testing-contact-us.php</a></p>