

## 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	Physical offices closed. 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>
Delaware	Physical offices closed. Due to staff working remotely, it is encouraged that license applications, renewal applications, or supporting documentation be submitted online. If there are any licensing questions, please send emails to the general email <a href="mailto:licensing@delaware.gov">licensing@delaware.gov</a> . Please check our website for any new updates at <a href="https://insurance.delaware.gov">https://insurance.delaware.gov</a> .
Florida	Physical offices closed. Check website for updates and news. <a href="https://www.myfloridacfo.com/Division/Agents/covid19.htm">https://www.myfloridacfo.com/Division/Agents/covid19.htm</a>
Georgia	Temporarily NO LONGER accepting walk-in appointments to the office from consumers. Instead, please call our Consumer Services Division at 404-656-2070, or toll free at 1-800-656-2298 for help with any insurance or safety fire-related issues. Phone lines are open from 8am to 6pm Monday through Friday. Individual applicants should contact PSI Services LLC, Telephone: 855-235-5174, Email: <a href="mailto:galnslicensing@psionline.com">galnslicensing@psionline.com</a> .
Guam	Physical offices closed. Please notify ISBRE if you encounter problem during the online process.
Hawaii	Effective June 1, Hawaii will have abbreviated hours from 7:45 a.m. to 12 p.m., Monday through Friday. The public is strongly encouraged to continue calling in or utilizing online services at this time. Should you have an urgent matter, please leave a short message at (808) 586-2790 or send an email to <a href="mailto:insurance@dcca.hawaii.gov">insurance@dcca.hawaii.gov</a> .
Idaho	Currently, staff is both telecommuting and in-office and our office open to the public, however, we strongly encourage calling (208-334-4250), emailing ( <a href="mailto:agent@doi.idaho.gov">agent@doi.idaho.gov</a> ) or utilizing online services through NIPR & Sircon or visiting our website ( <a href="http://www.doi.idaho.gov">www.doi.idaho.gov</a> ). Best to make appointments, if in-person visitation is absolutely necessary. All online services have remained available and fully functioning for licensing and CE. All exam sites are currently open and operating at capacity with COVID spacing in place and masking requirements and we have added remote proctoring as an option for insurance exams.

This list is updated as information is obtained by NIPR, but it may not be exhaustive.

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 open. Appointments are encouraged and masks are required. Please check the Kansas Insurance Department website for updates and news: <a href="https://insurance.kansas.gov/news">https://insurance.kansas.gov/news</a> .
Kentucky	Physical offices closed. Please check the Kentucky Department of Insurance website for updates and news. <a href="http://insurance.ky.gov/ppc/new_default.aspx">http://insurance.ky.gov/ppc/new_default.aspx</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>
Maryland	Physical offices are now closed. Check website for updates and news. <a href="https://insurance.maryland.gov/Pages/default.aspx">https://insurance.maryland.gov/Pages/default.aspx</a> If there are any licensing questions, please send emails to the general email address: <a href="mailto:producerlicensing.mia@maryland.gov">producerlicensing.mia@maryland.gov</a> . The state has posted a 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> .
Massachusetts	Physical offices closed. Check website for updates and news. <a href="https://www.mass.gov/orgs/division-of-insurance">https://www.mass.gov/orgs/division-of-insurance</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="#">Michigan Coronavirus Disease 2019 (COVID-19) Response</a>
Minnesota	Physical offices closed. Check website for updates and news. <a href="https://mn.gov/commerce/licensees/">https://mn.gov/commerce/licensees/</a>
Mississippi	Offices open to visitors by appointment only. 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> Licensing related questions may be directed to <a href="mailto:licensing@insurance.mo.gov">licensing@insurance.mo.gov</a> or (573) 751-3518
Montana	Physical offices closed. Check website for updates and news. <a href="https://csimt.gov/">https://csimt.gov/</a>
Nevada	Physical offices closed. Check website for updates and news. <a href="http://doi.nv.gov/">http://doi.nv.gov/</a>
New Hampshire	Electronic means for submitting licensing transactions is highly recommended. Due to staff working remotely, mailed transactions will take longer to process. Please check the NH website for updates and news, <a href="http://www.nh.gov/insurance">www.nh.gov/insurance</a> . Send licensing related questions to <a href="mailto:producerquestions@ins.nh.gov">producerquestions@ins.nh.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> .
North Carolina	Physical offices are open but due to staffing limitations we are unable to respond to phone calls. Please send licensing related questions to: <a href="mailto:asd@ncdoi.gov">asd@ncdoi.gov</a> . You can find the answers to many of your questions and stay informed on the state's response to COVID-19 by regularly visiting <a href="http://www.ncdoi.gov">www.ncdoi.gov</a> .

North Dakota	The Producer Licensing Division is currently working from home. Please contact the division by emailing <a href="mailto:ndlicensing@nd.gov">ndlicensing@nd.gov</a> .
Ohio	Physical offices closed. Electronic means for submitting licensing transactions is highly recommended. Due to staff working remotely, mailed transactions will take longer to process. Please send Licensing related questions to: <a href="mailto:Licensing@insurance.ohio.gov">Licensing@insurance.ohio.gov</a> . To stay informed, please visit the Department's FAQ page at: <a href="https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/communications/resources/insurance-coronavirus-covid-19">https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/communications/resources/insurance-coronavirus-covid-19</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	Effective 7/6/20, state offices are open to the public by appointment only. Applicants can verify and print licenses online at <a href="http://www.statebasedsystems.com">www.statebasedsystems.com</a> .
Texas	State office is operating at full capacity remotely during normal business hours. Check website for updates and services during nontraditional hours. <a href="https://www.tdi.texas.gov/">https://www.tdi.texas.gov/</a>
Vermont	Physical offices closed. State is offering remote proctored examinations and CE courses via Prometric. Check website for updates and news. <a href="https://dfr.vermont.gov/industry/insurance/producer-and-individual-licensing">https://dfr.vermont.gov/industry/insurance/producer-and-individual-licensing</a> . Licensing questions may be sent to <a href="mailto:dfr.producerlicensing@vermont.gov">dfr.producerlicensing@vermont.gov</a> .
Virginia	Physical offices closed. Bureau staff working remotely. Check <a href="https://scc.virginia.gov/pages/Bureau-of-Insurance">https://scc.virginia.gov/pages/Bureau-of-Insurance</a> for updates and news. For licensing inquiries or questions about the producer licensing exam, email us at <a href="mailto:AgentLicensing@scc.virginia.gov">AgentLicensing@scc.virginia.gov</a> or call 804 371 9631.
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.
West Virginia	The licensing and education division is currently working remotely. The licensing and education division can be reached by email at <a href="mailto:oicagentlicensing@wv.gov">oicagentlicensing@wv.gov</a> or Toll Free 1-888-879-9842, TTY 1-800-435-7381, or (304) 558-0610.