

## 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	To check the status of an agent, broker, adjuster, bail agent or other individual and business entity license application, select the California Department of Insurance's (CDI) Check License Application Status Service ( <a href="#">CLASS</a> ) link to retrieve the status. To obtain a license status or to review a licensee's completion of their continuing education course requirements, select CDI's <a href="#">Check a License</a> link to review the license record. General licensing information is available on the <a href="#">Producer Licensing Quick Guides</a> or <a href="#">Producer Licensing Frequently Asked Questions</a> links. For additional information, send an email to the <a href="#">Producer Licensing Email</a> service.
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. Please send licensing questions to <a href="mailto:licensing@delaware.gov">licensing@delaware.gov</a> . Please check our website for updates at <a href="https://insurance.delaware.gov">https://insurance.delaware.gov</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 8 a.m. to 6 p.m. Monday through Friday. Individual applicants should contact PSI Services LLC, Phone: 855-235-5174, Email: <a href="mailto:gainslicensing@psionline.com">gainslicensing@psionline.com</a> .
Guam	Physical offices open. Office hours are 8:00am-5:00pm. Appointments not necessary. For inquiries on licensing, please email Insurance Branch at <a href="mailto:ISBRE@revtax.guam.gov">ISBRE@revtax.guam.gov</a> or call 671-635-1845/46/7664/7668/7669/1813.
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 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> .

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

Idaho	Due to limited staff in office, we encourage calling 208-334-4250, emailing ( <a href="mailto:agent@doi.idaho.gov">agent@doi.idaho.gov</a> ), visiting our website ( <a href="http://www.doi.idaho.gov">www.doi.idaho.gov</a> ) or utilizing online services through NIPR & Sircon. Please make an appointment for any necessary in-person services. All online services have remained available for licensing and CE. All exam sites are currently open and operating at capacity with COVID spacing in place and masking requirements. We have also added remote proctoring as an option for insurance exams.
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. Please check the Kansas Insurance Department website for updates and news: <a href="https://insurance.kansas.gov/">https://insurance.kansas.gov/</a> .
Kentucky	Please check the Kentucky Department of Insurance website for updates and news. <a href="https://insurance.ky.gov/ppc/new_docs.aspx?cat=26">https://insurance.ky.gov/ppc/new_docs.aspx?cat=26</a>
Maine	Physical offices closed. Check website for updates and news <a href="https://www.maine.gov/pfr/insurance/">https://www.maine.gov/pfr/insurance/</a> . Please send licensing questions to <a href="mailto:insurance.pfr@maine.gov">insurance.pfr@maine.gov</a> . The state has posted FAQ's 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 closed. Check website for updates and news <a href="https://insurance.maryland.gov/Pages/default.aspx">https://insurance.maryland.gov/Pages/default.aspx</a> . Please send licensing questions to <a href="mailto:producerlicensing.mia@maryland.gov">producerlicensing.mia@maryland.gov</a> . The state has posted FAQ's 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 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	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.
Nevada	Physical offices closed. Check website for updates and news. <a href="https://doi.nv.gov">https://doi.nv.gov</a> .
New Hampshire	Electronic means for submitting licensing transactions is highly recommended. 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> . NH Department personnel returned from remote status May 2021.
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> and continuing education questions to <a href="mailto:coned@dfs.ny.gov">coned@dfs.ny.gov</a> .

North Carolina	North Carolina Department of Insurance's physical office is open. Please send licensing related questions via email to <a href="mailto:asd@ncdoi.gov">asd@ncdoi.gov</a> or call 919-807-6800. You can find the answers to many of your questions and stay informed on the state's response to COVID-19 by visiting <a href="http://www.ncdoi.gov">www.ncdoi.gov</a> .
North Dakota	North Dakota Department of Insurance's physical office is open. Please send licensing related questions to <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="http://Insurance and Coronavirus COVID-19   Department of Insurance (ohio.gov)">Insurance and Coronavirus COVID-19   Department of Insurance (ohio.gov)</a> .
Oregon	Physical offices closed. Oregon allows remote online proctoring for examinations. Fingerprinting can be done at PSI test centers in Oregon or at Fieldprint locations. Due to staff working remotely, mailed transactions will take longer to process. Criminal background checks are taking 10-14 days to be returned from the Oregon State Police. Due to significantly higher than normal volume, applications are taking an additional 2-4 weeks to process and applications that require manual review are taking as much as 4-6 weeks to process. Due to high volume, please avoid calling to check status and direct questions to <a href="mailto:web.insagent@Oregon.gov">web.insagent@Oregon.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> .
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	The Texas Department of Insurance is using a hybrid model with staff working a combination of in-person and remote work. For any additional information, please visit our website at <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 through March 31, 2022. 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	OIC's offices in Tumwater and Olympia are open to visitors. Read our guidelines for visitors: <a href="https://www.insurance.wa.gov/guidelines-visitors">https://www.insurance.wa.gov/guidelines-visitors</a> We can also help you online at <a href="http://www.insurance.wa.gov">www.insurance.wa.gov</a> .
Wisconsin	Agent licensing staff is working remotely. The department encourages all applicants to send inquiries via email to <a href="mailto:ociagentlicensing@wisconsin.gov">ociagentlicensing@wisconsin.gov</a> rather than calling the department. Physical mail is only being processed every two weeks so expect delays. Also expect delays in responses and processing of applications.

Note: All states not listed have returned to normal business hours.