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CALIFORNIA INSURANCE COMMISSIONER

NOTICE

TO: All Insurers, Agents and Brokers, Adjusters, Bail Agents, and Other Interested Parties

FROM: Licensing Services Division

DATE: April 23, 2019

SUBJECT:

- CDI is Moving to Sircon's Enhanced Online Services
- CDI's new Check License Application Status Service (CLASS)

We are pleased to inform you that the California Department of Insurance (CDI) will be moving its online licensing services for insurers, agents and brokers, adjusters, and bail agents to Sircon, powered by Vertafore, in the Summer of 2019 to take advantage of Sircon's enhanced online licensing services. At that time, the following CDI online licensing services for individual and business entity license applicants and licensees will no longer be available:

- Fast License Application Service is Here (FLASH)
- Fast License Renewal Service (FLRS)
- Business Entity Application (BES)
- Endorsement and Termination Services (BES)
- Education Provider Online Programs (EPOP)

When Sircon's enhanced online services are implemented, individual and business entity applicants will be able to submit their license applications, renewals, address changes, endorsements, and terminations electronically. Additionally, Sircon's enhanced online services will also include the following:

- **Improved license status records** – Automatic real-time application license updates and complete continuing education records.
- **Ability to submit background statements online** – Individuals and business entities will have the ability to attach background statements to their license applications and renewals when the license application is submitted, or as long as the application is pending review by CDI.
- **Improved license renewal notifications** – Licensees will receive a 90-day license renewal notification, an ethics continuing education (CE) requirement notification before license renewal, a CE noncompliance notification, and/or a license inactivation/reinstatement notification as applicable.
- **Enhanced business entity endorsement and termination services** – Business entities will be able to endorse (i.e., affiliate, associate) a list of agents and/or terminate multiple agents by selecting from the entity's list of endorsed agents.

CALIFORNIA DEPARTMENT OF INSURANCE
PROTECT • PREVENT • PRESERVE
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- **Monthly invoices** – Insurers and business entities who subscribe to Sircon will receive an invoice, payable by check or credit card, of all transactions performed on Sircon.
- **Online Payment using all credit cards or e-checks** – Individuals who submit license applications and renewals through Sircon will pay via credit card or e-check at the time of their transaction.
- **License reinstatements will replace the late license renewal process** – Licensees who did not pay their license renewal fees or complete the required continuing education will receive a license reinstatement notification after its expiration date. Licensees who need to complete continuing education to reinstate their licenses will not need to contact CDI as the courses will automatically apply to their record. The reinstatement penalty renewal fees will be payable electronically.

There will be no service fees for the submission of license applications online. Appointment and appointment termination service fees will remain the same. However, there will be fees for the following services:

- \$3.50 – Endorsements and endorsement terminations
- \$5.00 – Online license renewals
- \$6.00 – Letters of certification

When the Sircon online services are implemented, CDI will also launch its new Check License Application Status Service (CLASS). CLASS will enable individual and business entity license applicants to review the list of required documents, the documents CDI has received, and the required documents still pending; access applications; and append/attach required documents to applications. In addition, CLASS will provide information on how to submit fingerprints, how to complete prelicensing education requirements, and how to contact an education provider for assistance. For business entities, CLASS will also list any pending business-related items and provide steps to submit required business documents. Furthermore, when individual and business entity licenses are issued, CLASS will provide the new licensees with links to CDI's "Check License Status" and "Print or Download Your License" services.

Current Sircon subscribers will automatically have access to the services for California. Once CDI transitions to Sircon's enhanced online services, insurers, business entities, and individuals currently using CDI's online services will need to subscribe to Sircon to continue to take advantage of their online services. However, individuals and business entities may still submit paper license renewals and paper endorsements and terminations to CDI.

To create a Sircon account, sign-up at the following:

- Individuals – www.sircon.com/individuals
- Business entities – www.sircon.com/agencies

In addition, insurers may contact Sircon at www.sircon.com/carriers to create an account.

Please direct questions to CDI's Producer Licensing Bureau by email at LicDocuments@insurance.ca.gov or by telephone at (800) 967-9331.