

Licensing FAQ

How do I get my license number?

Follow the steps below:

- Go to the Department's web site at www.insurance.pa.gov.
- Click on "Licensees" in the upper right side of the page.
- Under the "Resources" box, click on the "Find a Licensed Individual" or "Find a Licensed Business Entity/Agency" link, depending on whether you are looking for an individual or a business entity.
- Carefully read the instructions.

You may also find your license number and/or National Producer Number (NPN) at www.sircon.com/pennsylvania by clicking "Find Your License Number/NPN" on the left menu bar.

How do I print my license?

Follow the steps below:

- Go to the Department's web site at www.insurance.pa.gov
- Click on "Licensees" in the upper right side of the page.
- Under the "Resources" box, click on the "Print your License" link.
- Click on either the "Individual" or "Business Entity (Agency)" link
- The document is password protected, and the password must be entered every time you open the document for security purposes.
- The password for individual licensees is the last four digits of the SSN. The password for entities is the entire EIN including the dash (ex. 12-3456789).
- Allow up to 24 hours for our website to reflect a new and/or updated license document.

I can't print my license. What should I do?

If you have allowed 24 hours for our website to update and you still cannot print the license, follow the below instructions.

The PA Insurance Department does not mail, email, or fax licenses. You must find a computer that will enable you to print your license. There could be an issue with the settings on your computer that is preventing you from being able to print your license. If using a different computer does not fix the issue, follow the steps below:

- Make sure you completely close out of your web browser and then go to our website directly at www.insurance.pa.gov/licensees - do not use a bookmarked site or save the link as a favorite.
- You may also need to completely clear your computer's cache and cookies.
- If this does not work, we suggest trying to print the license from a home computer, as your work settings may prevent the "print your license" feature from working correctly.
- Note - if you are using Google Chrome, you may see a blank or black screen after you enter the license number and then it can take several minutes for the password prompt to appear.
- Also, if you have a pop-up blocker in place this may prevent the password screen from appearing.
- Using Microsoft Edge on Windows 10 may result in an error message stating: "Cannot open PDF". You will need to use a different browser in order to pull up a license document on our website.

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How do I apply for a license?

- Submit your license application online at www.sircon.com/pennsylvania or www.nipr.com.

If I have a criminal record, will it prevent me from getting a resident producer license?

- The Department recently launched a Preliminary Licensing Determination pilot program for individuals with criminal records who are interested in obtaining a resident producer license in Pennsylvania. You can submit an application to receive guidance on how your specific circumstances may affect a formal application for licensure. Here is the link if you are interesting in participating: [Pre-Licensing Determination \(pa.gov\)](http://www.insurance.pa.gov).

Can I check the status of my license application online?

Follow the steps below:

- Go to the Department's web site at www.insurance.pa.gov.
- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Online Services".
- Under the "Resources" box, click on the "Pending Application Status Search" link.

If you are looking for an individual application, enter the applicant's **last name only** as well as the applicant's social security number (**including the dashes**).

If you are looking for an agency application, enter the applicant's name (you may use the first few words of the agency's name only) as well as the applicant's tax ID number (**including the dash**).

How do I change my address?

- You may change your address online at www.nipr.com or www.sircon.com/pennsylvania. Be sure to include an updated email address and telephone number, which are now required by statute. License renewals are sent by email to the business email address on record. Allow up to 24 hours for our website to reflect any changes to the license document.
- For resident licensees, if the state in which you live and/or work is changing, you will not be able to process the change online. If you are unable to change your address online, there is a request form available on the Department's web site at www.insurance.pa.gov. Follow the steps below:
 - Go to the "Licensees" area in the upper right side of the page to bring up the menu.
 - Click on "Maintain Your License".
 - Scroll down the page until you see the "Other Business Forms" section.
 - Click on the link titled "Change of Name and Address Form (individual)".
 - Email completed form to the email address provided.

My name has changed due to marriage, divorce, or court order. How do I change the name on my individual license?

Individual name changes can be processed with the creation of a free Sircon for Individuals account at www.sircon.com/pennsylvania. Allow up to 24 hours for our website to reflect any changes to the license document.

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I am moving to PA from a different state – what do I need to do?

Once you are ready to obtain your PA resident producer license, you must comply with the following:

- Obtain a letter of clearance from the current resident state. If the home state does not provide clearance letters, we must be able to verify on the national producer database (PDB) that your resident license is still current and in good standing or has been terminated within the past 90 days.
- Apply online through www.sircon.com/pennsylvania or www.nipr.com for a PA resident producer license within 90 days of clearing from the previous resident state in order to waive the exam requirement.
- Submit your fingerprints at an Identogo center in PA. You must register online prior to fingerprint submission at <https://uenroll.identogo.com> or by telephone at 844-321-2101. You must use service code 1KGBGJ which is assigned to the Insurance Department.

I am moving from PA to a different state – what do I need to do?

- First, contact your new home state and confirm what the requirements are to be licensed in their state.
- If you will need to terminate your resident producer license, please complete and submit the letter of clearance request form.
- To obtain the form, go to the Department's website at www.insurance.pa.gov.
- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Maintain Your License".
- Scroll down the page until you see the "Other Business Forms" section.
- Click on the link titled "Letter of Clearance or Voluntary Surrender Request Form."
- Email the completed form to the email address provided.
- Once your new resident state license is issued and you wish to get a non-resident license in PA, you can apply for a non-resident producer license online using either the Sircon or NIPR website. Your new address will be updated during the application process.

I no longer need my license – what should I do?

Be advised that you have a property right to your Pennsylvania insurance license. If you inactivate the license, you will be giving up your property right to it and must start over as a brand-new applicant should you decide to become licensed as an insurance licensee in Pennsylvania in the future.

You may allow the license to expire by not renewing it. The non-renewal of your license will result in an inactivation reason of "Failure to Renew" which is not a derogatory cancellation reason and will not generate an administrative action by the Department.

If early surrender of a license is still required, please complete and submit the letter of clearance or voluntary surrender request form.

- To obtain the form, go to the Department's website at www.insurance.pa.gov.
- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Maintain Your License".
- Scroll down the page until you see the "Other Business Forms" section.
- Click on the link titled "Letter of Clearance or Voluntary Surrender Request Form."
- Email the completed form to the email address provided.

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How do I get name approval for my fictitious or business entity name?

Follow the steps below:

- Go to the Department's website at www.insurance.pa.gov.
- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Maintain Your License".
- Scroll down the page until you see the "Other Business Forms" section.
- Click on the link titled "Fictitious or Business Entity Name Approval Form".
- The form is completed electronically, and we will then email (preferred method) or fax a letter to you within 10 business days.
- Please note that this form is utilized only for approval of a fictitious or business entity name by the PA Insurance Department. The PA Department of State has its own independent process for registering fictitious or business names. Please contact the PA DOS at ra-corps@pa.gov or 717-787-1057 or visit their web site at www.dos.pa.gov for information.

How do I add a Doing Business As (DBA) or fictitious name to my license?

If you wish to do business under any other name besides your legal name (not including a corporation, limited liability company or partnership which requires a separate agency license), you must add a DBA to your license. There is a request form available on the Department's web site at www.insurance.pa.gov. Follow the steps below:

- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Maintain Your License".
- Scroll down the page until you see the "Other Business Forms" section.
- Click on the link titled "Add/Remove Fictitious Name or Doing Business As Name Form".
- Email completed form to the email address provided.
- Please note that this form is utilized only for approval of a fictitious or business entity name by the PA Insurance Department. The PA Department of State has its own independent process for registering fictitious or business names. Please contact the PA DOS at ra-corps@pa.gov or 717-787-1057 or visit their web site at www.dos.pa.gov for information.

Am I required to register my business entity or fictitious name with the PA Department of State, Bureau of Corporations and Charitable Organization (DOS)?

Please contact the PA DOS at ra-corps@pa.gov or 717-787-1057 or visit their web site at www.dos.pa.gov for information.

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How do I get a license history?

If you wish to receive a complete license history (including active and inactive information on your license record), you must submit a written request to the Department via email at ra-inproducermail@pa.gov.

If a certified license history is required for legal purposes, you must submit a written request to the Department along with a \$25.00 check or money order, payable to the Commonwealth of PA, to the following address:

Bureau of Licensing & Enforcement
1209 Strawberry Square
Harrisburg, PA 17120

If you wish to obtain a real-time license history showing active company appointments, license type(s) held and effective date, lines of authority held, etc., you may request this information on Sircon's web site at www.sircon.com/pennsylvania.

- Click on "Check Producer Status with a State".
- Next to Status Inquiry, select either "Individual" or "Firm".
- Enter the required information and click "Submit".
- There is currently a nominal service fee charged to obtain this information.

How can I add or remove a designated licensee for an agency?

All licensed agencies must have at least one designated licensee to be responsible for the agency's compliance with the insurance laws and regulations.

To add or remove a designated licensee, there is a request form available on the Department's web site at www.insurance.pa.gov. Follow the steps below:

- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Maintain Your License".
- Scroll down the page until you see the "Other Business Forms" section.
- Click on the link titled "Add/Remove Designated Licensee Form."
- Email completed form to the email address provided.

How can I add or remove a designated licensee or surplus lines employee affiliation for an agency?

If a surplus lines employee wishes to have a licensed surplus lines agency handle the tax filings on their behalf, the employee must be affiliated with that licensed surplus lines agency for tax filing purposes.

To add or remove a surplus lines employee affiliation, there is a request form available on the Department's web site at www.insurance.pa.gov. Follow the steps below:

- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Maintain Your License".
- Scroll down the page until you see the "Other Business Forms" section.
- Click on the link titled "Add/Remove Surplus Lines Affiliation Form."
- Email completed form to the email address provided.

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How can I get a listing of the designated licensees (also known as qualifying active officers) for an insurance agency?

You may send a written request by email at ra-in-producer@pa.gov. If there are more than 5 individuals listed for an agency, the Department will not supply this information by email. Instead, you must request a license history (check your status with a state) at www.sircon.com/pennsylvania - see instructions above. Note: qualifying active officer is an older term for designated licensee.

Appointment Terminations

The Department does not have the authority to terminate an appointment, as this is a contractual agreement between a licensee and the insurer. The licensee must contact each insurer directly and request they terminate the appointment. A licensee cannot self-terminate an appointment. Only the insurer can request the termination on the licensee's behalf.

Active appointments can be viewed on our web site at www.insurance.pa.gov/licensees. Click on 'online services'; click the 'find a licensed individual' link; enter the license number and click the 'display license information' button. Underneath the licensing information will appear a 'display appointments in new window' button – click the button to display all current company appointments. Once an appointment is terminated, it will no longer appear on our web site.

Can I get a listing of licensees? What information is included? What is the cost?

The PA Insurance Department, Bureau of Licensing & Enforcement, offers a listing on CD of currently licensed individuals and firms (agencies) for the following license types (resident and non-resident): insurance producer, limited lines insurance producer, limited lines travel producer, title agent, surplus lines producer, public adjuster, motor vehicle physical damage appraiser, exchange assister, and viatical settlement broker.

The information included on the CD are the licensees' name, license number, license type, lines of authority held (if applicable), license issue date, license expiration date and mailing address. Please note that there are no phone numbers or email addresses included on this CD. The information on the CD is raw data only and must be imported into a database such as Microsoft Access (do not use a spreadsheet such as Microsoft Excel because the file is too large and it will not work). Once the information is imported into the database it can be sorted according to your preferences.

To obtain a listing of licensees, there is a request form on our web site titled "Insurance Producer List Request".

- Go to the Department's website at www.insurance.pa.gov.
- Go to the "Licensees" area in the upper right side of the page to bring up the menu.
- Click on "Maintain Your License".
- Scroll down the page until you see the "Other Business Forms" section.
- Click on the link titled "Insurance Producer List Request".
- Please fill out the form and mail in either a certified check or money order for \$350, payable to the Commonwealth of PA. We will not accept personal checks as this CD is non-refundable and non-returnable.

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Where do I find information on Insurance Companies (Insurers), Continuing Care Providers, Premium Finance Companies, Reinsurance Intermediaries, Risk Retention Groups, Third Party Administrators or Managing General Agents?

These license types are handled by the Department's Bureau of Corporate & Financial Regulation, Company Licensing Division. You may contact the Company Licensing Division by telephone at 717-787-2735 or by email at ra-in-companylicense@pa.gov.

How do I report an arrest, criminal action, PA state income tax non-compliance issue and/or child support non-compliance issue?

Please report any charges or action to the Department within 30 days of being charged with criminal conduct or any administrative action taken against the licensee in another jurisdiction or by another governmental agency. Refer to Section 678-A (a) and (b) of Act 147 of 2002 for specific documentation requirements.

For existing licensees, you may report this information using the NIPR's Reporting of Actions (ROA) Attachments Warehouse: <https://nipr.com/licensing-center/attachments>.

For license applicants who have answered "yes" to any of the application background questions, you may report this information using the NIPR's Background Questions Supporting Documents (BQSD) Attachments Warehouse: <https://nipr.com/licensing-center/attachments>.

How do I contact the Bureau of Licensing & Enforcement?

You may direct licensing questions to 717-787-3840 or ra-in-producer@pa.gov. If you need to contact the Licensing Services Division by mail or fax, the information is as follows:

PA Insurance Department
Bureau of Licensing & Enforcement
1209 Strawberry Square
Harrisburg, PA 17120
Fax: 717-787-8553

If you need to contact the Department's Compliance Unit regarding a license application compliance issue, you may email ra-in-compliance@pa.gov.

If you need to contact the Department's Enforcement Division regarding the status of a complaint against a licensee, you may email ra-in-enforce@pa.gov. To file a new complaint, please do so here: [Pennsylvania Consumer Services Online \(sircon.com\)](https://www.sircon.com).

If you need to contact the Compliance Unit or Enforcement Division by mail or fax, the information is as follows:

PA Insurance Department
Bureau of Licensing & Enforcement
1227 Strawberry Square
Harrisburg, PA 17120
Fax: 717-772-4334