

Frequently Asked Questions Wisconsin Insurance Continuing Education Program- Licensee Related

Question Topics

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This information is a summary of the Rules and Regulations noted in Chapters 28.01 to 28.05.

Item	Category / Question	Answer
1.1	<p><u>GENERAL CE REQUIREMENTS</u></p> <p>What are the specific continuing education requirements for the State of Wisconsin?</p>	Each licensee (in any of the major lines of property, casualty, life, or accident and health insurance and the limited lines of auto) shall be required to complete 24 credit hours of approved continuing education every two years. For those licensees who must comply with continuing education in 2008 or after, 3 of the required continuing education hours must be devoted to the ethics of insurance. Approved ethics courses will be specifically identified on Pearson VUE's and Sircon's respective websites. Each individual's transcript will be updated to identify any ethics courses already completed as well.
1.2	When is the education due?	Evidence of the completion of this education must be submitted on behalf of every licensee on or before their assigned expiration date.
1.3	How is the completion of this education reported to the Commissioner's Office?	The law requires that all approved providers of continuing education submit course completion information directly to Sircon. Agents will not be responsible for filing their completion certificates with Sircon; however, they are advised to retain course completion certificates in the event that a discrepancy occurs.
2.1	<p><u>NON-RESIDENT REQUIREMENTS</u></p> <p>I am a non-resident licensee of Wisconsin. How does this requirement affect me?</p>	All states currently have continuing education requirements in place. Wisconsin receives license compliance data electronically; therefore, nonresidents are not required to supply OCI with evidence of completion of continuing education in their home state.
3.1	<p><u>COURSES AND CREDIT</u></p> <p>What types of courses must I take?</p>	Licensees may fulfill their continuing education requirements by earning the required credit hours from classroom, self-study, or internet-based courses taught in any or all of the major lines of business and limited line of automobile.
3.2	Can I carry over course credit?	Excess credit hours accumulated during any biennium may not be carried forward to the next biennium. Courses are counted and banked in the order they are completed.
3.3	Can I duplicate courses?	If the exact same course is duplicated during a compliance period, credit from that course will only be awarded once towards your CE requirement.
3.4	Can anyone take self-study courses in Wisconsin?	Correspondence, self-study, and online continuing education courses are available as long as they are approved and include successful completion of a certified proctored examination.

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3.5	Can I receive credits towards my CE requirement if I am an approved instructor?	Yes, instructors of approved continuing education courses may receive the same credit hours as a person enrolled in the course. However, due to the duplication rule, credit will only be awarded once during a compliance period.
4.1	<p><u>COMPLIANCE STATUS AND TRANSCRIPTS</u></p> <p>When and how can I receive written notification of my continuing education compliance status?</p>	Not less than 60 days prior to your expiration date a transcript will be forwarded to the residential address of each licensee holding that compliance period. This transcript will contain an inventory of all courses attended and banked during that compliance period.
4.2	Can I obtain a transcript prior to or after receipt of this mailing?	To request your most current Licensee Continuing Education Transcript log on to www.sircon.com/wisconsin . The transcript will permit you to take any action that is necessary to add, delete, or change information that is inaccurate. To correct data discrepancies, agents are required to contact their continuing education provider(s) directly. These discrepancies can only be resolved between the agent, the provider and Sircon.
4.3	Is there a toll-free number I can use to obtain verbal information regarding my continuing education status?	Yes, you can contact Pearson VUE WI CE Customer Care at (800) 274-4679, Monday through Friday, 8am until 6pm, Eastern Standard Time.
5.1	<p><u>CE ENFORCEMENT/ NON-COMPLIANCE</u></p> <p>What happens if I have not completed my required 24-credit requirement by my expiration date?</p>	You will receive a notice from OCI advising you that your license has been suspended. If the deficient hours are completed and reported to Pearson VUE during the suspension period, and you pay the required renewal fee, your license will be reinstated. Continuing education compliance must be met before a licensee is able to physically renew their license. Under this new system, it is imperative that you do not wait until the last few weeks of your reporting period to complete your continuing education for the biennium. By law, your continuing education providers have 10 days to electronically bank your credits and paper confirmation is not acceptable.
5.2	What will happen if I do not respond to my suspension notice?	If you have not fulfilled your CE requirements and have not reported them to Sircon within 60 days of your suspension notice, your license will be cancelled. Following cancellation, a streamlined reapplication process for residents who reapply within 12 months of a license being cancelled for nonpayment of renewal fees or noncompliance with continuing education is now available. The application materials are available at www.oci.wi.gov . All previous continuing education requirements would need to be met prior to reapplying.
6.1	<p><u>WAIVERS</u></p> <p>Can my CE requirement be waived?</p>	<p>Your CE requirement may be waived in writing by the Commissioner for good cause. "Good Cause" includes long-term illness or incapacity, serving in the US military on active duty outside of the state of Wisconsin during a substantial part of the compliance period, and other emergency situations deemed appropriate by the Commissioner.</p> <p>Requests should be made in writing no later than 90 days prior to the end of the compliance period using the form at http://www.asisvcs.com/publications/pdf/125014.pdf.</p> <p>Within 30 days of receipt of the waiver request, the commissioner will act upon the request and provide written notice of the decision to the licensee. Should the waiver be approved, it will only be valid for one compliance period.</p>