



Connecticut Insurance Department Licensing Division  
Property & Casualty Claims Adjuster and MVPD Appraiser  
2019 RENEWAL - FAQs

CID contact: [cid.licensing@ct.gov](mailto:cid.licensing@ct.gov)

NIPR contact: [customerservice@nipr.com](mailto:customerservice@nipr.com)

02/07/2019

All renewals are processed through [National Insurance Producer Registry \(NIPR\)](#).  
The Department does not accept cash, checks or paper applications.

**1. What are the important dates relative to the RENEWAL of Property & Casualty Claims Adjuster and MVPD Appraiser licenses?**

- Renewal instructions will be emailed on April 2, 2019.
- All renewal applications MUST be processed electronically through [www.nipr.com](http://www.nipr.com) from: **APRIL 2, 2019 through JUNE 30, 2019**
- All current licenses expire June 30, 2019.
- New licenses issued through March 31, 2019 will have a **June 30, 2019** expiration date and **must** renew.
- New licenses issued after March 31, 2019 will have an expiration date of **June 30, 2021**.
- The effective date of the next 2 year license period is July 1, 2019 to June 30, 2021.

Type of License	Date of Issuance	Expiration
Property & Casualty Claims Adjuster	Before March 31, 2019	June 30, 2019
MVPD Appraiser	Before March 31, 2019	June 30, 2019
Type of License	Date of Issuance	Expiration
Property & Casualty Claims Adjuster	After April 1, 2019	June 30, 2021
MVPD Appraiser	After April 1, 2019	June 30, 2021

**2. Where will the renewal instructions and procedures be sent?**

Renewal notifications are **emailed** to the current email address listed on your license record. The Department no longer sends out notifications through the U.S. Mail. To verify what email address we have on file, go to [Update License Information](#) on our website.

**3. I didn't receive my emailed renewal notification, how do I obtain a replacement?**

Unfortunately, we are unable to email duplicate notices. You do not need your original notice to renew. Please review the \*[Sample Renewal Notification](#). You may renew your license through [www.nipr.com](http://www.nipr.com), beginning **April 2, 2019**.

**4. I no longer want my license, what do I do?**

Do not take any action. ***The license will automatically expire, effective June 30, 2019 if no payment is received.*** Connecticut does not issue a fine or penalty for an expired license. The expiration of the license is not considered an administrative action and does not have to be reported. *Due to heavy processing volume during the renewal period, we will not process cancel/termination requests.*

**5. I do not know my license number, where can I obtain this information?**

Your Connecticut license number is located on your renewal notification. If you did not receive your notification, you will be able to obtain your license number by going to our website under [Verify and Print a License](#) or once you start the renewal process through [www.nipr.com](http://www.nipr.com).

**6. What is my National Producer Number (NPN), and where can I obtain this information?**

National Producer Number is located on your renewal notification. If you did not receive your notification, you will be able to obtain your NPN by going to our website under [Verify and Print a License](#) or once you start the renewal process through [www.nipr.com](http://www.nipr.com). "Select Renew".

**7. What is my residency status and where can I obtain this information?**

The residency status is located on your renewal notification. It will show Resident, Non-Resident or Non-Resident DHS.

If you did not receive your notification, you may verify this information by going to [Verify and Print a License](#), located on our website. Your status will show on the Print License page.

**8. I am changing (or have changed) my Designated Home State (DHS) from one state to another. How will this affect the license process?**

It will not affect your Connecticut non-resident renewal. Connecticut does not maintain records on the changing of DHS status. Proceed with your renewal.

**9. How much is the renewal and by what method can it be paid? What type of payment does NIPR accept?**

The renewal fee is \$80.00 plus the NIPR transaction fee.

NIPR accepts: MasterCard, Visa, American Express, PayPal or electronic check.

No check or credit card payments are accepted at the Department.

**10. Can I pay by phone?**

No, all renewals must be completed through [www.nipr.com](http://www.nipr.com). Select "Renew."

**11. Do I need to complete Continuing Education?**

No, Connecticut does not have CE requirements for any Adjuster or Appraiser.

**12. Do I need to submit a Letter of Certification or proof of my current resident or DHS license for renewal?**

No, we will verify proof of status through the NIPR.

**13. Can you walk me through the NIPR renewal screens?**

Below are the step by step instructions for the adjuster/appraiser renewal process on [www.nipr.com](http://www.nipr.com):

- Individual and Business Entities – "[Resident Licensing Renewals](#)"
- Individuals Only – "[Non-Resident Adjuster Renewals](#)"
- Business Entities Only – "[Non-Resident Renewals](#)"
- Individuals and Business Entities – "[Non-Resident Renewal \(No Home State\)](#)"

**14. I want to change my Designated Home State (DHS) to Connecticut, can I do this?**

No, you must renew your nonresident license during the renewal process.

**15. May I have an extension of time to renew my license?**

No, there are no Regulatory provisions allowing for extensions.

**16. Is there an exemption for military service?**

Yes, the renewal fee will be waived during the year in which a licensee is called to active military service. Provide a copy of military orders and/or discharge papers to the Department at [cid.licensing@ct.gov](mailto:cid.licensing@ct.gov). Make sure to include Licensee's name and Connecticut license number; Subject: Military Waiver.

**17. Will I be able to amend my license while renewing my current license?**

No. Amending a license is a separate transaction with a separate fee of \$130.00. Renew your license first. After you have received email confirmation from the Department that your application has been approved, then submit your amendment application.

Renewal Fee: \$80.00

Amendment Fee: \$130.00

**18. How can I submit any required documentation needed for my renewal?**

Attach any required documentation to the NIPR Attachment Warehouse while you are processing your application.

*The processing of your renewal application will not begin until the required documents have been attached to the document warehouse.*

**19. If I received an error message or cannot complete the renewal, who should be contacted?**

Please contact NIPR at: [customerservice@nipr.com](mailto:customerservice@nipr.com) or (855) 674-6477. Allow 24 hours for your inquiry to be addressed.

**20. Will I receive notification when my application has been processed?**

Yes, NIPR will send an initial email notification showing the fee has been processed.

Once the renewed license has been approved, the Department will send a second email with instructions on how to PRINT the license.

*Note: The Department does not issue hard copies of licenses.*

**21. I am unable to connect to the NIPR website. What might be the problem?**

Please try on another computer or use a different browser such as: Google Chrome, Firefox or Internet Explorer.

**22. What is the processing time for renewal applications?**

Normal Processing time is 7-10 business days. It is anticipated that volume will be heavy during the month of June and may take longer during this period. Please be patient. You will receive an email notification when your renewal has been processed. *The Department **will not** be able to respond to status calls, during this time.*

**23. Can renewal applications be submitted in batches by the Insurance Company or Agency?**

Yes. Information can be found at the following link: [www.nipr.com/index\\_nipr\\_gateway.htm](http://www.nipr.com/index_nipr_gateway.htm). To become a NIPR customer, please contact NIPR Marketing via email at: [marketing@nipr.com](mailto:marketing@nipr.com) or (816) 783-8467.

**24. My company is asking for a receipt of payment, how do I obtain this?**

You may obtain the receipt of payment, by going to [www.nipr.com](http://www.nipr.com). Under "How to," select "Print My Receipt."

You will not be able to print a renewal receipt of payment from the Department's website.

**25. I missed the June 30, 2019 renewal deadline. Is there a grace period?**

No, there is no grace period. Starting Tuesday, July 2, 2019, you must **reinstate** the license, by going to [www.nipr.com](http://www.nipr.com). Select "**Apply for License.**" The reinstatement fee is \$130.00 plus the NIPR transaction fee.

**26. How can I obtain a refund for my renewal payment?**

Connecticut statutes do not provide for refunds of renewal application payments.

**27. May I change my address while renewing my license on NIPR.com?**

No. You must update your address through our website, go to, [Update License Information](#) either after you renew your license or before you renew. If you update your address before renewing your license please wait 1-2 business days before renewing your license.

**28. I hold both, the casualty adjuster and motor vehicle physical damage (MVPD) appraiser licenses. Will I be able to renew both licenses at the same time?**

Yes. As you are going through the online renewal process a list of licenses you currently hold in Connecticut will come up. You will check off each license you would like to renew at that time.

**29. If there are questions or inquiries not addressed in these FAQs, who should I contact?**

Please contact NIPR at: [customerservice@nipr.com](mailto:customerservice@nipr.com) or (855) 674-6477

OR

Email the Department at: [cid.licensing@ct.gov](mailto:cid.licensing@ct.gov), Subject: Adjuster/Appraiser Renewals. Be sure to include the licensee's name, Connecticut license number and/or NPN.