



State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

Scott Walker, Governor
Theodore K. Nickel, Commissioner

Wisconsin.gov

AGENT LICENSING SECTION
P.O. Box 7872
Madison, Wisconsin 53707-7872
(608) 266-8699 • Fax: (608) 267-9451
E-Mail: ociagentlicensing@wisconsin.gov
Web Address: oci.wi.gov

FREQUENTLY ASKED QUESTIONS (FAQs) INDIVIDUALS OR BUSINESS ENTITIES WHO HOLD A LICENSE IN WISCONSIN (updated 10/19/2015)

This FAQ is for information purpose only. The intent is to help individuals or business entities who hold a license in Wisconsin with frequently asked questions regarding the State Based Systems (SBS) transition.

- **What is SBS?**
The Office of the Commissioner of Insurance is transitioning from Vertafore (also known as Sircon) to SBS effective November 24, 2015. SBS is a new back-office software solution offered by the National Association of Insurance Commissioners (NAIC). SBS will offer the same essential services as Vertafore such as licensee lookup, license print, course and provider lookup and educational transcripts.
- **When is the last day I can submit a transaction, including applications, through Vertafore's Web site?**
Vertafore will stop accepting transactions on Monday, November 23, 2015, at 11:59 p.m. CST. Candidates and/or licensees should plan ahead to prevent any delays or interruptions as a result of the system shutdown.
- **My license is scheduled to renew on November 30, 2015. Will I be able to renew online?**
Our office is encouraging licensees to complete the renewal process as soon as possible in order to avoid any delays during this transition. On or before November 23, 2015, licensees will be able to renew their license on Vertafore at www.sircon.com or NIPR at www.nipr.com. On or after December 14, 2015, licensees will be able to renew their license online at www.nipr.com. Resident intermediary-agents must complete 24 credit hours of continuing education with at least 3 hours of ethics before renewing their license. There is a transaction fee from both Vertafore and NIPR. Fees are non-refundable.
- **I am a resident agent. Where can I obtain a copy of my continuing education transcript?**
On or before November 23, 2015, resident intermediary-agents can download a copy of their transcript online at www.sircon.com. On or after December 14, 2015, resident intermediary-agents can download a copy of their transcript on the SBS Web site.
- **I currently hold a license. Will I be able to keep my license number?**
No. Starting on December 14, 2015, intermediary-agents will use the National Producer Number (NPN) as their license number instead of the Wisconsin license number. SBS will issue a new license number to business entities.
- **Where can I print a copy of my license?**
On or before November 23, 2015, licensees can print a copy of their license at no cost at oci.wi.gov. After December 14, 2015, licensees will be able to print a copy of their license on the SBS Web site. OCI will not be sending a copy of the license by mail to licensees.
- **Will I be able to complete the prelicensing class, take the insurance exam and/or submit my fingerprints/background check during this transition?**
Yes. Candidates will be able to register for the prelicensing class, take the insurance exam or submit their fingerprint/background check. Starting on November 24, 2015, until December 14, 2015, the exam and fingerprint results will be placed on hold until the transition to SBS is completed. Prelicensing providers will be able to submit the course roster (course completion) on or after December 14, 2015.

- **How can I update my contact information during the SBS transition?**

Intermediary-agents will be able to submit address changes online at www.nipr.com.

If you have any further questions, please contact the Agent Licensing Section by e-mail at ociagentlicensing@wisconsin.gov.