STATE OF CONNECTICUT
INSURANCE DEPARTMENT

LICENSING DIVISION

Adjuster & Motor Vehicle Physical Damage (MVPD) Appraiser - FAQs

04/01/2025

All renewals must be processed through National Insurance Producer Registry (NIPR). The Department does **not** accept cash, checks or paper applications.

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1. What are the important dates relative to the RENEWAL of Adjuster and MVPD Appraiser licenses?

- Renewal instructions will be emailed starting on April 5, 2025.
- All renewal applications MUST be processed electronically through nipr.com from: April 1, 2025, through June 30, 2025.
- All current licenses expire June 30, 2025.
- Individual newly licenses issued on or after October 1, 2024, will receive a new expiration date of two years after the licensee's last day of the birth month that preceded the date the license was issued.

2. Where will the renewal instructions and procedures be sent?
Renewal notifications are emailed to the current business email address listed on your license record. To verify/update the email address on file, go to nipr.com, under Licensing Center, select "Change Contact Info."

3. I didn't receive my 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. You may renew your license through nipr.com, select *"Licensing Center,"* Select *"Renew a License"* beginning April 1, 2025.

4. May I change my address while renewing my license on nipr.com?
No. To update your address, phone or email; go to nipr.com. Under Licensing Center, select "Change Contact Info." You **must** allow 1-2 business days for your information to get updated, before you are able to submit the renewal application.

5. **Why am I unable to get into my renewal with my Connecticut license number?**
When Connecticut transitioned to SBS, November 2021, license numbers were converted to a National Producer Number (NPN).

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 may look up your NPN by going to https://nipr.com/help/look-up-your-npn.

7. **I no longer want my license, what do I do?**
Do not take any action. The license will automatically expire effective June 30, 2025, 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.*

8. **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 the State Based Systems (SBS) website, select *"Print License."* Your status will show on the Print License page.

9. **I am changing (or have changed) my Designated Home State (DHS) from one state to another. How will this affect the license renewal process?**
It will not affect your Connecticut non-resident renewal. Proceed with your renewal.

10. **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 cash, check, or credit card payments are accepted at the Department.*

11. **Can I pay by phone?**
No, all renewals must be completed online through nipr.com.

12. **Do I need to complete Continuing Education?**
No, Connecticut does *not* have CE requirements for Adjusters or MVPD Appraisers.

13. **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 NIPR.

14. **I want to change my Designated Home State (DHS) to Connecticut, can I do this?**
No, you must renew your non-resident license during the renewal period.

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. Make sure to include *licensee's name* and *NPN*; 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. You must renew your current license first. After you have received email confirmation from NIPR that your application has been ***approved***, you may then submit your amendment application.

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. If no documentation has been submitted to the NIPR warehouse within 60 business days, the application will be considered deemed abandoned. You will be required to submit a new application/fee. The Department does not issue refunds on deemed abandoned applications.

19. **If I received an error message or cannot complete the renewal, who should be contacted?**
Please contact NIPR at: customerservice@nipr.com or (855) 674-6477.

20. **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 *Microsoft Edge.*

21. **What is the processing time for renewal applications?**
It is anticipated that volume will be heavy during the month of June and may take 15-20 business days. Please be patient. You will receive an email notification when your renewal has been processed and ready to print. The Department ***will not*** be able to respond to status calls, during this time. Note: if you answer *"yes"* to any of

the questions on the renewal application, the processing time will not begin until all required documents have been attached to the NIPR warehouse at https://nipr.com/licensing-center/attachments.

22. **Can renewal applications be submitted in batches by the Insurance Company or Agency?**
Yes. Information can be found at the following link: https://www.nipr.com/products-and-services/nipr-gateway/resellers
To become a NIPR customer, please contact NIPR Marketing via email at: marketing@nipr.com or (816) 783-8467.

23. **My company is asking for a receipt of payment; how do I obtain this?**
You may obtain the receipt of payment, by going to nipr.com. Under the Licensing Center, select, *"Helpful Tools"*; Scroll down to select *"Learn About Licensure."* Select, *"Print Your Application Receipt."* You will not be able to print a renewal receipt of payment from the Department's website.

24. **I missed the June 30, 2025, renewal deadline. Is there a grace period?**
No, there is no grace period. Starting Tuesday, July 1, 2025, you must reinstate the license by applying for a new license at: NIPR. Do ***not*** select *"Renew a License."* The reinstatement fee is $130.00 plus the NIPR transaction fee.

25. **Can I get a refund for my renewal payment?**
No, Connecticut statutes do not provide for refunds of renewal application payments.

26. **I hold both the 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.

Additional questions/inquiries should be directed to NIPR at:
customerservice@nipr.com or (855) 674-6477.