



### **Continuing Education Frequently Asked Questions**

**Q:** How many hours do I need to renew my license?

**A:** 24 hours (of which 3 must be ethics) per reporting period for producers and 12 hours (of which 2 must be ethics) per reporting period for service representatives or producers who are employed by another producer or insurer to work only in the office of the employer.

**Q:** Does my company renew my license?

**A:** No. It is the producer's responsibility for their biennial license renewal.

**Q:** How does the biennial license renewal work?

**A:** You have until the last day of the month you were born to complete your 24 credit hours. If you were born in an odd year then your renewal date is the last day of the month you were born in the odd years. And if you were born in an even year then your renewal date is the last day of the month you were born in the even years.

**Q:** How can I find out how many continuing education hours I have?

**A:** It is your responsibility to keep up with your credit hours but if there is a discrepancy, you may go to [www.aldoi.gov](http://www.aldoi.gov) or contact our office (256-236-2446 / 205-451-1975 / [alyson@mimscoinc.com](mailto:alyson@mimscoinc.com)). You can always view your transcript on the Department of Insurance website ([www.aldoi.gov](http://www.aldoi.gov)).

**Q:** When will my credit hours appear after taking a course?

**A:** When attending courses at ServiceMaster by Mimsco / Mims, we always submit the roster within 48 hours of the class. As soon as we receive confirmation from the Department of Insurance, we send an email out to all attendees letting you know that your credit hours are uploaded. If there is a class on the last day of the month, we make sure to have it uploaded that day.

**Q:** Who keeps up with my hours?

**A:** It is your responsibility to keep up with your own credit hours. When attending our courses, we give you a completion certificate at the end of class. That is for your files only. It does not have to be sent to the state. If your office has a CE coordinator then make sure they receive a copy from you of your completion certificate. These can also come in handy if there are any discrepancies in the future for verification purposes.

**Q:** What if I attend the same class twice? Can I still receive credit?

**A:** No, you will not receive credit for any course taken more than once in any reporting period. It is your responsibility to keep up with what courses and course numbers you attend within your biennial license renewal timeframe. At ServiceMaster by Mimsco / Mims, we try to rotate courses as much as possible so we do not have the same courses within a year's time. However, we cannot monitor each attendee to know when their renewal dates are and if they have already attended within the same renewal time.

**Q:** Can extra credits earned from the previous year count for this year's renewal requirements?

**A:** No, beginning January 1, 2013, excess credit hours earned in the previous biennial renewal period cannot be carried over to the current reporting period. Any excess is lost.