



# Final CE Reminder Notice

## Continuing Education (CE) Credits must be completed and entered online prior to 2021 Licence Renewal

Emailed and Posted March 1, 2021

**The below notice was sent to all Manitoba licensed insurance agents and adjusters.**

This **final reminder notice** is emailed to all Manitoba licensed insurance agents and adjusters for your information. Prior to contacting the ICM office with questions, review the full information below, as it may have the answer you are looking for. **To check your personal CE status, log in to the [on-line portal](#).** To see if you have fulfilled your CE or are exempt due to residing in another jurisdiction, refer to the detailed information below and to your CE status in the [portal](#). We ask that licensees only contact the ICM directly if you cannot obtain the information from these sources.

Dear «First\_Name» «Last\_Name» [User ID: «User\_ID»], Manitoba Insurance Licensee:

**Reporting your Manitoba annual Continuing Education (CE) hours must be completed for both the 2020 and 2021 years prior to licence renewal for 2021. We encourage you to complete them prior to May 2021 and to enter them into the ICM online portal immediately following receipt of the CE certificate.**

Two prior reminder notices were emailed to all licence holders on December 3, 2020 and January 18, 2021 outlining the COVID-19 related **deferral** of the annual CE hours to May 2021 for agents and to June 2021 for adjusters. These notices provided examples of CE requirement scenarios that may be helpful to licence holders. Copies of these notices are available on the ICM website under the [COVID-19 Information Page](#).

For Licence Holders that are required to complete and report CE in Manitoba	For Non-residents residing in Canadian jurisdictions	For Residents of the United States of America
<p>The following number of CE credits will be required <b>to be completed and entered</b> into your online portal before being able to renew your licence(s):</p> <ul style="list-style-type: none"> <li>• <b>General</b> insurance agents: <b>16</b> CE credits completed and reported prior to May 31, 2021;</li> <li>• <b>Auto Only</b> insurance agents: <b>8</b> CE credits completed and reported prior to May 31, 2021;</li> <li>• <b>Adjusters</b> (N/A to Hail Adjusters): <b>16</b> CE credits completed and reported prior to June 30, 2021;</li> <li>• <b>Life and/or A&amp;S</b> agents: <b>30</b> CE credits completed and reported prior to May 31, 2021.</li> </ul> <p><i>*New Licensees as of June 1, 2020 (July 1, 2020 for adjusters) MUST ensure that their CE is accumulated in the 2020/2021 licence year. Refer to <a href="#">this page</a> on the ICM website for additional information.</i></p>	<p><u>Agents/Brokers residing in a jurisdiction where CE is mandatory:</u> you will be deemed to have met the requirement in Manitoba, and are not required to enter them in the Manitoba portal.</p> <p><u>Agents/Brokers residing in a jurisdiction where CE is NOT mandatory:</u> you are required to comply with Manitoba's CE requirements, (see box to the left) and you must report them within the on-line portal prior to renewing your licence.</p> <p><i>*New Licensees as of June 1, 2020 (July 1, 2020 for adjusters) MUST ensure that their CE is accumulated in the 2020/2021 licence year. Refer to <a href="#">this page</a> on the ICM website for additional information.</i></p>	<p>Residents of the United States of America are required to comply with Manitoba CE requirements, (see box to the far left) and must report them within the on-line portal prior to renewing their licence.</p> <p><i>*New Licensees as of June 1, 2020 (July 1, 2020 for adjusters) MUST ensure that their CE is accumulated in the 2020/2021 licence year. Refer to <a href="#">this page</a> on the ICM website for additional information.</i></p>

**\*Licensees that are required to meet Manitoba's annual CE requirement will be unable to renew their licences in May 2021 (June 2021 for adjusters) if they do not complete and report the 2020 CE credit requirements in addition to the 2021 CE credit requirements as outlined above.**

The below [Questions and Answers](#) may provide guidance if you have questions. For answers to other additional CE questions, see the [CE FAQ's](#) available on the ICM website.

### **Can I confirm whether or not I have completed my annual CE?**

- Yes. Log in to the [on-line portal](#) and follow the steps in the [User Guide](#) on pages 1-4. *We ask that you do not contact the ICM office directly to check if you have fulfilled your CE hours, but instead log in to the on-line portal to confirm.* The self-serve portal is the fastest and most effective way for you to get your information. A sample of a stakeholder's CE Status page is as below. The green check mark under "Requirements Met" for the 2019-2020 year means that year was satisfied. The red exclamation mark under "Requirements Met" for the 2020-2021 year means that there are still outstanding credits to be completed.

In the sample below, due to COVID-19, the 19.25 "2019-2020" CE credits were *deferred* and applied to the "2020-2021" year. As there are now 30 required for the "2020-2021" year (15 + 15 for the Life/A&S class), the stakeholder requires 10.75 additional CE to be entered for the "2020-2021" year to be satisfied (19.25 + 10.75 = 30.00). Once satisfied, the red exclamation mark will change to a green checkmark. You will not be able to renew your licence until you have a green check mark under "Requirements Met" for the 2020-2021 year.

### Continuing Education Status

Show  entries Search

	Year	Insurance Class	Required	Required After Reduction	Carry Fwd fr. Prev. Year	Total	Carry Fwd to Next Year	Requirements Met
<a href="#">View</a>	2020-2021	Life and/or A&S	15.00	30.00	19.25	19.25	0.00	
<a href="#">View</a>	2019-2020	Life and/or A&S	15.00	0.00	0.00	19.25	19.25	

*\*Please note that the CE required for the 2019-2020 year was deferred for only this one year, thus carrying forward any completed CE to the following year of 2020-2021. This carry forward applies for only this year, as typically Life and/or A&S agents are not able to "carry forward" any excess CE credits to the following year.*

### **How do I obtain CE credits?**

- Refer to the [CE Search](#) page on the ICM website for assistance with locating CE courses with accredited course providers or those CE providers that have received individual approval.

### **Can the ICM advise what courses I could take?**

- As a Regulator, we can only refer you to the [CE Search](#) page on the ICM website for assistance with locating CE courses with accredited course providers or those CE providers that have received individual approval. There are over 300 accredited course providers that provide courses, many of them available for online completion.

### **I only need 1 final CE hour; is there anything I could take?**

- As a Provincial Regulator, and to help licence holders understand their obligations, Council has developed Code of Conduct quizzes available on the ICM website at <https://icm.mb.ca/compliance-and-enforcement>. Licensees may take a free online quiz, and once completed, they will qualify for a full 1-hour of CE credit that may be applied to their annual requirement as long as they have not applied this CE course within the last two years.

**I am a Life and/or A&S licensee and am required to meet Manitoba's annual CE requirements. Can I carry forward my excess credits to the new licence year of June 1, 2021 to May 31, 2022?**

- No. Life and/or A&S agents are not able to "carry forward" any excess CE credits to the following year. The deferral in 2019/2020 and 2020/2021 was provided on a one-time basis due to the circumstances that arose from COVID-19 in May 2020.

**What happens if I do not obtain the required CE prior to my licence renewal?**

- You will not be able to renew your licence(s) until you have met the CE requirement. Under *The Insurance Act* of Manitoba, all agent licences expire on May 31<sup>st</sup> of each year. (June 30<sup>th</sup> for adjusters). If your licence(s) is/are not renewed by May 31<sup>st</sup> (June 30<sup>th</sup> for adjusters), your licence(s) will expire and you will not be licensed to do business in Manitoba. You would then be required to **renew and reinstate** your licence by making an application to ICM and paying both fees (\$70.00 reinstatement fee + the annual licence fee) as required under Regulation [73/93](#). (To apply for a *renewal + reinstatement* of the licence in the new licence year, we refer you to the [User Guide - to Reinstate a Licence](#)) *If your licence(s) expire(s) without renewal, you are not able to do business in Manitoba until the renewal and reinstatement of your licence(s) is(are) confirmed to you in writing by the ICM.*

Detailed information on CE requirements are available at the [Continuing Education Info](#) page on the ICM website.

**INSURANCE COUNCIL OF MANITOBA**

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