



Insurance Adjusters Licensing Rules Amendment Notice to Adjusting Firm Designated Representatives

Posted and Emailed Nov 22/23

The former Insurance Adjusters Council and the current General Insurance Council have, for some time, been concerned that the current Insurance Adjusters Licensing Rules (the "Rules") required review and revision, including a comparison to the licensing levels for insurance adjusters in other Canadian jurisdictions. Recommendations were made, a consultation was performed, and adjustments to the Rules have been completed within the following areas:

- licensing levels
- education/prerequisite/experience to meet and progress through the licensing levels
- elimination of the mandatory progression requirements
- the requirements with respect to supervision
- the requirements with respect to relicensing, and
- additional miscellaneous items which provide further clarity to the licensing requirements outlined in the Rules.

When does this take affect and what is required?

The amendment to the Rules take effect January 1, 2024 and will be posted to the ICM website early January 2024 [on this page](#). We encourage each Designated Representative to thoroughly review the amended Rules, and direct any questions to the ICM office at contactus@icm.mb.ca.

System changes to the online applications will take effect early January 2024 and you will see these changes as you review and approve new applications for your applicants.

The [obligations of all Designated Representative's](#) are extensive, and include ensuring proper and adequate supervision of licence holders and employees is provided at all times, along with strict adherence by all licence holders to the Rules, Regulations and *The Insurance Act*. A large change to the Rules includes the requirement for all Level 1 Assistant Adjusters to complete a Supervision Agreement with a qualified Supervisor, and to file the completed agreement with the ICM. This will be a part of each online application moving forward. In January, the ICM licensing team will be reaching out to all Designated Representatives to obtain an electronic copy of the Supervision Agreement for all Level 1 Assistant Adjusters.

The below chart outlines the level changes, any action required by the licence holder, conditions that will be on the new level of licences as of January 2024, and what the new class codes will be within the full licence number.

Adjuster licences	Updated licence type as of January 2024	Action required by licence holder	New Conditions on Licence to match Licensing Rules	New Licence Class as of January 2024
Level 1 assistant adjuster licence	Level 1 assistant adjuster licence	No action required by licensee to amend the licence. ICM staff will collect the required Supervision Agreement from the D/R of the firm.	1. Must be supervised by a supervising adjuster. 2. Must not supervise an adjuster or assistant adjuster. 3. Must not act as the Designated Representative of an adjusting firm or manage an office of an adjusting firm. 4. Must not sign any reports or correspondence unless countersigned by a Level 2 or Level 3 Manitoba adjuster licensee.	ADJ1
Level 2 assistant adjuster licence	Level 1 assistant adjuster licence	No action required by licensee		

Level 3 adjuster licence	Level 2 adjuster licence	No action required by licensee	Must not act as the Designated Representative of an adjusting firm.	ADJ2
Level 4 adjuster licence	Level 3 adjuster licence	No action required by licensee	None.	ADJ3
Level 5 DR adjuster licence	Level 3 DR adjuster licence	No action required by licensee	1. Must advise the Council as soon as practicable of any change to the identity or contact information of the firm's Designated Representative. 2. Must advise the Council as soon as practicable of any change to the identity or contact information of any adjuster responsible for supervising an individual holding a Level 1 assistant adjuster licence at the firm.	ADJF

I have licence holders that should be upgraded a level. How do they file this with the ICM?

An amendment application is required to be submitted for any amendment to a licence, including a change of licence levels. Please refer to the [User Guide - to Amend a Licence](#) for assistance on filing an amendment application.

Further questions can be directed to contactus@icm.mb.ca.

INSURANCE COUNCIL OF MANITOBA

contactus@icm.mb.ca

www.icm.mb.ca