

## **Subject Line: On-line licence renewal open – Notice from the ICM**

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The 2018-2019 licence renewal is now open. On-line licence renewal is the only method of renewing your licence. A step-by-step User Guide is available on the ICM website under the [Licence Renewal link](#).

Review the [Licence Renewal](#) page on the ICM website, including the [User Guides](#) and [Frequently Asked Questions](#) (FAQ's) **before** contacting the ICM with questions. **Phone calls or emails from licensees with questions that are answered within the User Guides or FAQ's will not be returned.**

**There are approximately 15,000 licenses being renewed in the month of May. You may find the system slow during the first week of renewal. If this occurs, attempt to renew your licence 24-48 hours later.**

Log in [here](#) 24 hours a day / 7 days a week to renew your licence.

- You will require your User ID (as stated above by your name) and password. If this is your first time logging in to the online portal or you have forgotten your password, click "*Forgot your password?*" and provide your email address and User ID to obtain a new password.
- Click on "Licences" and then "Online Renewal" to begin the process.

### **Reminders prior to renewing**

- Amendments to an agency name and/or sponsoring insurance company name cannot be completed with your licence renewal and **must** be completed via original paper format along with an additional \$70.00 amendment fee. Applications are available under "[Printable Forms](#)" on the ICM website.
- If you are required to report Errors & Omissions Insurance, please ensure that you have a current copy of your coverage in front of you when renewing your licence. You will be required to complete at least four (4) pieces of information from your policy: **Name of the Insurer, Policy Number, Effective Date and Expiry Date**. If your policy has a "Certificate Number", please provide that information as well. *Not required if member of the Canada Deposit Insurance Corporation or a credit union under The Credit Unions and Caisses Populaires Act.*
- Credit card payment can only be used when renewing the individual licence online. If you wish to pay by other methods such as by cheque, money order or cash, the payment must be delivered to the ICM office prior to proceeding with the online renewal. Allow sufficient time for the ICM to post the payment to the system. Review the *Insurance Agents and Adjusters Fees Regulation* [73/93](#) for a list of licence fees.

**Insurance Council of Manitoba**

[www.icm.mb.ca](http://www.icm.mb.ca)

[contactus@icm.mb.ca](mailto:contactus@icm.mb.ca)

**Phone:** 204-988-6800