



Notice to all Operating Agents and Designated Representatives

Posted Apr 8/19

The 2019-2020 online licence renewal is open to select users.

What should I do prior to renewing my licence?

1. Review the [Licence Renewal](#) page on the ICM website, including the User Guides and Frequently Asked Questions (FAQ's). **Due to the volume of enquiries during renewal, phone calls or emails from licensees with questions that are answered within the User Guides or FAQ's will not be returned.**
2. Review the '*reminders to prepare for renewal*' available on the website [here](#).

I am ready to renew, what are the steps?

NOTE: There are approximately 15,900 licenses being renewed. You may find the system slow during the first week of renewal. If this occurs, attempt to renew your licence 24-48 hours later.

1. The Operating Agent or Designated Representative of the agency or adjusting firm must renew their licence first before any other licensees in the organization.
2. Log in [here](#) 24 hours a day / 7 days a week to renew your licence.
3. Follow the steps in the applicable [User Guide](#) available on the ICM website under the Licence Renewal 2019 link.
4. 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.
5. Click on "Licences" and then "Online Renewal" to begin the process.

Important Deadlines

Agent Renewal – must renew prior to May 31, 2019

Adjuster Renewal – must renew prior to June 30, 2019

INSURANCE COUNCIL OF MANITOBA

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