

# Instructions to assist an Insurance Agent or Adjuster to renew their licence

Log into the online portal at <https://lms.icm.mb.ca/lcmPortal/> with your **User ID** and **Password**

The screenshot shows the ICM Licensing Portal interface. At the top left is the ICM logo (Insurance Council of Manitoba) and the text "LICENSING PORTAL". The main content area features a green box titled "Existing Users Log In" with input fields for "User ID" and "Password", a "Log In" button, and links for "Forgot your User ID?" and "Forgot your password?". To the right of this box is an "OR" separator and a "Register as new applicant" button. Red arrows point to the "User ID" and "Password" fields, and another red arrow points to the "Log In" button. Below the login area is a green box with a note about supported browsers and a requirement for Adobe Acrobat Reader.

**Existing Users Log In**

User ID  
Password

Log In

Forgot your User ID?  
Forgot your password?

OR


Register as new applicant

Note: The ICM Portal supports the following browsers:

- Google Chrome
- Internet Explorer 9.0+
- Mozilla Firefox

All PDF files require the latest version of Adobe Acrobat Reader to download.

## Verify your Email Address and click Save



**ICM**  
INSURANCE COUNCIL  
OF MANITOBA

LICENSING PORTAL

### Update Profile

Please ensure the following email address is correct. Click save to proceed.

Note the importance of this email address - all correspondence from the ICM will be sent to this email.

\*Email

Save

## **IMPORTANT NOTES PRIOR TO BEGINNING THE RENEWAL OF YOUR LICENCE**

### **Operating Agent/Designated Representative must renew first:**

The licence of the Operating Agent (O/A)/Designated Representative (D/R) of the Agency/Adjusting Firm must be renewed **before** any other licensee in the organization. This allows for the updating of the agency/firm Errors & Omissions Insurance, and ensures there is a licensed person responsible for the management of the agency/firm in place.

If a licensee attempts to renew their licence before their O/A or D/R, they will not be able to do so.

### **Review the ICM website:**

Please review the [Licence Renewal](#) page of the ICM website for answers to your questions **before** contacting the ICM.

We recommend that you review the [Frequently Asked Questions](#) (FAQ's) on the website prior to starting a licence renewal.

**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.**

Click under **“Licences”** and select **“Online Renewal”**

**ICM LICENSING PORTAL**

Welcome to the Insurance Council of Manitoba Online Portal

**Dashboard**

**Licence Status**

- 0 Application (In Progress)
- 1 Issued
- 1 Renewal

**Exams**

- 0 Results
- 0 Scheduled

**Account Balance**

- Licence Fees: \$0.00
- Exam Fees: \$0.00

**Errors & Omissions**

k-60000-90000000-2016 **COVERED BY ORGANIZATION**

**Continuing Education (2016-2017)**

General and/or Auto Only: 4.00 / 8

**Navigation Menu:**

- Home
- Information
- Licences**
  - Online Renewal**
  - Current Licence(s)
- Applications
- CE
- E&O
- Exams
- Payment
- Organizations

Click **“Start/Continue Renewal”** to proceed:

**Online Renewal**

*Online Licence Renewal is now open to all licensees, and closes May 31 for agents and June 30 for adjusters.*

*We encourage you to review the Licence Renewal page of the ICM website before contacting the ICM with questions. The ICM has developed User Guides to assist with the completion of all items involved in the licence renewal process, and we recommend that you review these along with the Frequently Asked Questions (FAQs) first. 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.*

Licence(s) to renew

Class	Number	Agency	Sponsor	Fee
HAIL	HA-855555-9999999-2019	Jon Snow Hail Agency Inc.	ABC Insurance Company	\$90.00

Previous Renewal Reports

**Start Renewal**

## Step 1: Home Province Verification

Verify Home Province and Address, and click “**Continue**” to proceed

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6 Step 7 Finish

### Step 1: Home Province Verification

Verify your province of residence and personal address.

Class	Number	Agency	Sponsor	CE Status	CE Required	Fee
GENERAL	K-1234567-555555-2018	Game of Thrones Insurance Agency Inc.	ABC Insurance Company	17.00	8	\$185.00


  

<b>Address</b> 123 Game of Thrones Way Winnipeg, MB R3B0T6	<b>Home Phone</b> 222-222-2222	<b>Cell Phone</b>	<b>Email</b> jonsnow@gameofthrones.com
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Edit Personal Information

\*Home Jurisdiction  
Manitoba

Back Continue



## Step 2: Licence Selection

We ask that licensees only contact the ICM directly if you cannot obtain the information from the sources listed below.

- All notices relating to the Deferral of CE Credit Hours for the 2020 Licence Renewal are posted to the ICM website [here](#).
- **Prior to contacting the ICM office with questions**, review the full information within the [Final Reminder Notice - CE's to be completed PRIOR to 2021 Renewal](#), as it may have the answer you are looking for.
- **To check your personal CE status prior to renewing, log in to the [On-line Portal](#)** and click under “CE”.
- To see if you have fulfilled your CE or are exempt due to residing in another jurisdiction, refer to the detailed information in the [Final Reminder Notice](#) and to your CE status in the [On-line Portal](#).

Ensure your continuing education (CE) hours are up-to-date if required by you. If not, select the “**Continuing Education**” button below to enter these hours BEFORE proceeding.

Ensure that your licence information as listed on this page is correct. If not, you must contact the ICM for a possible amendment to the licence. Please note that if you select “No” to the question below, you will be stopped and your file will be reviewed by an ICM staff member. If the ICM allows you to proceed following that review, you are not able to change this question to “yes”. You must accept ICM’s comments and proceed with the renewal.

Once the CE hours are met, select the licence(s) you would like to renew and click “**Continue**” to proceed.

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6 Step 7 Finish

### Step 2: Licence Selection

Select the licence(s) you would like to renew and click Continue.

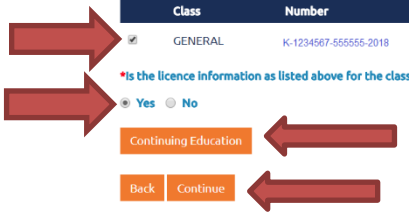
Class	Number	Agency	Sponsor	CE Status	CE Required	Fee	
<input checked="" type="checkbox"/>	GENERAL	K-1234567-555555-2018	Game of Thrones Insurance Agency Inc.	ABC Insurance Company	17.00	8	\$185.00

\*Is the licence information as listed above for the class(es) currently selected correct?

Yes  No

Continuing Education

Back Continue



**Step 3: Verify or EDIT the business address associated with your licence(s), and click “Continue” to proceed.**

Step 1 Step 2 **Step 3** Step 4 Step 5 Step 6 Step 7 Finish

**Step 3: Business Address Verification**

Verify the business address associated with your licence(s). Select “Edit” to update the address.

Licence	Address	Email	Phone	Fax	
GENERAL - K-1234567-555555-2018	123 Game of Thrones Way Winnipeg, MB R3B0T6	jonsnow@gameofthrones.com	222-222-2222	222-222-2222	<a href="#">Edit</a>

[Back](#) [Continue](#) 



**Step 4: Answer yes/no to the E&O maintenance question, ensure the E&O policy listed below is correct or ADD the current policy information if it is not listed, read and check off the Declaration, and click “Continue” to proceed.**

Step 1 Step 2 Step 3 **Step 4** Step 5 Step 6 Step 7 Finish

### Step 4: Errors And Omissions Insurance

#### Current Errors and Omissions Insurance

Enter information regarding your current professional liability insurance below. The effective date and expiry date entered below must indicate that you are insured on the date you are renewing your licence(s).

**Reminder:**

In order to maintain your licence(s) you are required to enter your updated E&O insurance renewal information in the ICM online portal. This information must be entered before the expiry date of your existing policy/certificate. Once your renewal is complete, follow the information in the "User Guide" to assist you with this process.

I have continuously maintained professional liability insurance in accordance with the Insurance Agents and Adjusters Regulation 389/87 and The Insurance Act of Manitoba.

Yes  No

HA-555555-99999999-2019

Add

Not Covered

Provider	Policy #	Certificate #	Effective Date	Expiry Date
No data available in table				

Declaration

- I confirm that all information entered above is correct.
- I confirm that I have continually maintained a liability insurance policy or policy certificate meeting all requirements as outlined in Regulation 389/87. ("Continually maintained" means that a policy or policy certificate was in force during the past licensing year including consecutive dates between the expiry and effective dates of any policy / policy certificate or policies / policy certificates.)
- I agree to continually maintain proof of this liability insurance coverage for the full duration of the licence(s) for which this application applies. NOTE: A valid licence is conditional on this requirement.
- I confirm that I will not carry on the activities of an agent while not insured by a policy or policy certificate of liability insurance.
- I further agree to notify the Insurance Council of Manitoba in writing without delay if the liability insurance lapses, or is cancelled.

Back Continue



**Step 5: Answer yes/no to the questions (Operating Agents and Designated Representatives will have specific additional questions not noted below) and click “Continue” to proceed**

**Step 5: Questions**

All questions below must be answered truthfully and honestly.  
Disciplinary action could result from an inaccurate answer. Read these questions carefully before providing your answer.

**Additional Occupation**

	Yes	No
1. Since you last applied for a Licence or Renewal to ICM have you engaged in any business or occupation that has not been previously disclosed to <b>and</b> approved by the ICM, other than the insurance or mutual fund business?	<input type="radio"/>	<input type="radio"/>

**Extra-Provincial Jurisdiction Information**

	Yes	No
1. Do you hold an insurance licence in a Canadian jurisdiction other than Manitoba or your home province?	<input type="radio"/>	<input type="radio"/>
2. Do you hold an insurance licence in any US state?	<input type="radio"/>	<input type="radio"/>
3. Do you hold an insurance licence in any other country?	<input type="radio"/>	<input type="radio"/>

**Questions for Hail Agent**

	Yes	No
1. Since you last applied for a Licence or Renewal to ICM have you been under investigation, or the subject of a disciplinary decision, consensual agreement, administrative penalty, or any other form of disciplinary action by any regulatory or licensing authority, or had any licence held by you suspended, cancelled or revoked?	<input type="radio"/>	<input type="radio"/>
2. Since you last applied for a Licence or a Renewal to ICM have you been denied a licence as an insurance agent or adjuster or had a licence cancelled?	<input type="radio"/>	<input type="radio"/>
3. Since you last applied for a Licence or a Renewal to ICM have you been charged with, or convicted of a criminal offence?	<input type="radio"/>	<input type="radio"/>
4. Since you last applied for a Licence or a Renewal to ICM have you been a defendant in any proceedings in any civil court in any jurisdiction wherein fraud was alleged, or had a court judgement for the award of money against you that has not been satisfied?	<input type="radio"/>	<input type="radio"/>



**Important Notes:**

- If you answer “yes” to the additional occupation question, you MUST provide the 4 requested items as noted below:

- If you answer “yes” to any of the questions, you must provide full details and will be reviewed by an ICM staff member prior to proceeding with your renewal.

## Step 6: Provide the final declaration (sample below is for Operating Agents or Designated Representatives) and click “Continue” to proceed

Step 1 Step 2 Step 3 Step 4 Step 5 **Step 6** Step 7 Finish

### Step 6: Final Declaration

The following licence(s) can successfully be renewed.

Class	Number	Agency	Sponsor
GENERAL	K-1234567-555555-2018	Game of Thrones Insurance Agency Inc.	ABC Insurance Company

#### Final Declaration

\*I declare the foregoing information is true and I accept the responsibility for these answers and undertakings. I further understand that a false declaration on this application could lead to disciplinary action. I agree to notify Council of any material changes contained in this application within 15 days and advise immediately of termination of employment of licensed employees with full particulars.

Back Continue



#### Sample declaration for agents or adjusters:

\*I declare that the foregoing information is true and I accept the responsibility for these answers and undertakings. I further understand that a false declaration on this application could lead to disciplinary action. I agree to notify Council within 15 days of any material changes to the information contained in this application.

**Step 7: Provide payment via VISA or MASTERCARD, or if you have a prepayment on account, the system will advise you that you have a credit. Click “Continue” to proceed.**

**Step 7: Payment**

If you have previously submitted your payment to ICM or have an outstanding balance with ICM it will be reflected below as "Available Funds". These funds will be applied towards your renewal licence(s) for this year. Please enter your credit card payment information below. Your credit card information is handled by a secure third party credit card payment system. At no time does ICM receive or maintain your private credit card information. Licence fees are non-refundable once a licence has been issued. A copy of your credit card transaction can be accessed through the Payment - Receipt(s) section found on the Main Menu. A digital copy of your licence(s) will be sent to the email address you have on file with ICM.

**Fees Due:**

Licence Class	Licence Number	Fees Due
GENERAL OPERATING AGENT/BROKER 3	K-1234567-555555-2018	\$185.00
<b>Sub Total:</b>		<b>\$185.00</b>
<b>Available Funds:</b>		-\$0.00
<b>Total Due:</b>		<b>\$185.00</b>

**Credit Card Payment:**

Cardholder Name:   
Credit Card Number:   
Expiry Date (mmyy):   
Cvd:



[Terms and Conditions](#)

[Back](#)

[Continue](#)

## You will receive a "Finish" screen once your renewal was successful.

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6 Step 7 **Finish**

### Finish

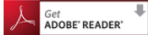
#### Your online renewal is complete.

Select "View Licence(s)" to access a digital copy of your renewed licence(s). You may also access an unofficial copy of your current licence(s) any time in ICM online under the option "Current Licence(s)". Select "View Application" for a pdf copy of your complete renewal application for this year.

You have renewed the following licence(s) for the 2018 - 2019 licensing year:

Class	Number	Agency	Sponsor
GENERAL	K-1234567-555555-2018	Game of Thrones Insurance Agency Inc.	ABC Insurance Company

All PDF files require Adobe Reader to view.



[View Licence\(s\)](#) [View Renewal Application](#) [Download Receipt](#) [Print Confirmation](#)

[Main Menu](#) [Log Off](#)