



Annual Licence Fee Payment for the 2021-2022 Licence Renewal – ICM Notice

Emailed and Posted Mar 12/21

Emailed to all Operating Agents, Designated Representatives and Authorized Appointees:

Licence Renewal typically opens to all licensees on **May 1** of each year, however, this year, the ICM will likely be opening the renewal system in mid-April 2021. **Email communication will be sent to all licensees once renewal is open.**

Due to the volume of enquiries during renewal, phone calls or emails with questions that are answered within the [User Guides](#) or [FAQ's](#) will not be returned. Please refer to these documents available on the [ICM website](#).

Prepayment of licence fees for your agency/adjusting firm: If your agency/adjusting firm intends to pre-pay the licence renewal fees of multiple licensees, you are required to create a **RENEWAL** “[invoice](#)” within the [online portal](#) and full payment totaling the “invoice” amount must be made to ICM via **cheque or money order in advance of the licensee(s) completing their renewals**. Please ensure that if your organization has a credit on file with the ICM that you use the credit amount BEFORE submitting new payment. Ensure that the credit on account is not earmarked for another transaction, such as a NEW online licence applicant.

Licenses cannot be renewed without payment. Credit card payments cannot be accepted as bulk payments from organizations for payment with invoices. Credit card payments (Visa or MasterCard only) are, however, accepted individually in the online licence renewal system when renewing an individual licensee. To view a brief step-by-step guide on the creation of invoices, please view the ICM website [here](#).

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. The ICM has developed User Guides to assist with the completion of all items involved in the licence renewal process. We recommend that you review these along with the [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.**

Important Reminders:

- Any agent whose licence has not been renewed as of May 31, 2021 will not hold a valid insurance licence effective June 1, 2021 and cannot act as an insurance agent, or receive compensation for business activities.
- Any adjuster whose licence has not been renewed as of June 30, 2021 will not hold a valid insurance licence effective July 1, 2021 and cannot act as an insurance adjuster, or receive compensation for business activities.

Insurance Council of Manitoba

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