



## Online Licence Renewal Open

Posted Apr 12/21 and emailed to all licence holders Apr 12/21

The 2021-2022 online licence renewal is now open to all licence holders.

### **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. **CE Information:** Review the "[Final Reminder Notice - CE's to be completed PRIOR to 2021 Renewal](#)" available on the website [here](#).
3. Review the "[NOTICE - Reminder Notice PRIOR to Opening Licence Renewal - sent to all licence holders](#)" available on the website [here](#).

### **I am ready to renew, what are the steps?**

*NOTE: There are approximately 18,600 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. Log in [here](#) 24 hours a day / 7 days a week to renew your licence.
2. Follow the steps in the applicable [User Guide](#) available on the ICM website under the Licence Renewal link.
3. 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.
4. Click on "Licences" and then "Online Renewal" to begin the process.

### **Important Information:**

- [Material changes](#) to information contained in the application must be reported in writing to the ICM within 15 days.
- Current E&O information is required for the full duration of the licence and this information must be maintained **and** kept current within the [online portal](#) on an ongoing basis.
- ***Not Applicable to Hail, RIA or Life/A&S licence holders:*** The Operating Agent or Designated Representative of the agency or adjusting firm must renew their licence first before any other licensee in the organization.
- ***Applicable to RIA Licence Holders only:*** The Designated Official must ensure all employees offering insurance products on behalf of the RIA entity:
  - hold out and conduct business only in the manner in which the RIA licence reads by means of business cards, social media, letterhead, signage, etc.;
  - have appropriate supervision with regard to their insurance activities under the licence;
  - are knowledgeable, competent and suitable taking into account the class or type of insurance;
  - comply with the policies and procedures of the RIA entity;
  - meet all further responsibilities as outlined in Section 30 of [Regulation 389/87](#); and
  - Review the "[Restricted Insurance Agent Educational Notice](#)" available on the website.

### **Important Deadlines**

**Agent Renewal – must renew prior to May 31, 2021**

**Adjuster Renewal – must renew prior to June 30, 2021**

**Insurance Council of Manitoba**

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