



Preparation of Licence Renewal Notice to all Licence Holders

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Emailed to all active licence holders

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.** If you attempt to renew your licence now, the portal will not allow you to.

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. Please refer to these documents available on the ICM website at <https://icm.mb.ca/licence-renewal>.

Prepare for the renewal process:

Check your email address for correctness.

- Email is the ICM's primary form of communication with licensees. Ensure you have entered the correct email address within the [On-line Portal](#).

Amendments to your licence MUST be made before you renew your licence.

- Perform an amendment/transfer or reinstatement of your licence electronically within the online portal. Follow the steps in the [User Guide - to Amend a Licence](#) or the [User Guide - to Reinstate a Licence](#). A licence must be issued prior to attempting to renew. As a reminder, an agent or adjuster can only hold out (advertise) under the name(s) that is outlined on their licence. Any other name, including partial or altered versions of the name cannot be used.

Have your user ID and password.

- Your User ID is the first set of numbers in your licence number (**SAMPLE ONLY - Licence #F-60000-55555-2020, the user ID is 60000**). If you cannot remember your password, obtain a temporary one via a system generated email by clicking "Forgot your password?" within the [On-line Portal](#) page.

Report your Continuing Education (CE) Credits.

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, log in to the [On-line Portal](#).**
- 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](#).

Have your payment ready or ensure payment has been received and added by ICM on your behalf.

- There are two (2) options to pay:
 1. Credit Card (Visa or MasterCard only; no prepaid cards at this time) if paying individually (by stakeholder) online during the completion of the licence renewal; or
 2. Prepayment that was previously provided to the ICM by cheque or money order. If your organization intends to pre-pay the licence renewal fees of multiple licensees, the Operating Agent (O/A), Designated Representative (D/R) or Appointee **must** create an "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 the renewal**. If the prepayment is for multiple licensees, you **must** ensure that the payment is added to the ICM portal **before** attempting to renew. A listing of the licensees to be covered by the payment, the amount that is allocated to each licensee, the licence number of each licensee, and the type of licence(s) the licensee holds must accompany this payment. For your reference, licence fees are listed under the *Insurance Agents and Adjusters Fees Regulation* [73/93](#).

Please 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](#) (FAQ's) 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.**

Insurance Council of Manitoba
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