

Licensing FAQ's for **Insurance Agents and** **Adjusters**

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AGENTS

Life Insurance

New

I want to become a life insurance agent. What are the qualifications and how do I apply?

In order to obtain a licence as a life insurance agent, an applicant must:

1. Be sponsored by a licensed insurer throughout the first two years as an agent;
2. Complete the online Life Insurance Agent application accessible through [Licensing Link](#) and pay the required fee;
3. Hold himself/herself out publicly and carry on business in good faith as a life insurance agent only in the name in which he/she is licensed;
4. Not be engaged in any other business or occupation that would jeopardize the agent's integrity, independence or competence;
5. Be of good character and reputation;
6. Be a suitable person to receive a licence and meet all the licensing requirements;
7. Complete a course and pass the examination for the Life Licence Qualification Program (LLQP);
8. Provide FSCO with an Ontario mailing address; and
9. Acquire the appropriate Errors and Omissions (E&O).

I am a new agent, how do I apply for a life insurance agent licence?

New agents shall contact their sponsoring company to set up an online application on their behalf. New agents are unable to submit an application without a sponsor.

Renewal

How do I renew my life insurance agent licence?

Life Insurance agents' licences are renewed every two years. Agents must renew their licence within 60 days prior to the expiry date on their existing licence.

All renewal applications are submitted online via Licensing Link. Licensing Link is available on the home page of our website: www.fsrao.ca. Please click the box for Licensing Link on the home page and follow the steps. The link is also provided below.

Non-sponsored agents can complete their online application by visiting the following link:

<http://www5.fSCO.gov.on.ca/alias2a/agents.aspx>

Applicants who have been unlicensed for two or more years will have to re-qualify as a new agent, including re-writing the LLQP and pre-requisite course.

Application for renewal of licence – Insurance Act O.R. 347/04

7. (1) An application for renewal of a licence shall be made in the same manner as for a licence in the first instance. O. Reg. 347/04, s. 7 (1).

(2) Despite subsection (1), subsection 3 (1) of this Regulation and subsections 393 (3) and (4) of the Act do not apply in respect of an application for the renewal of a life insurance licence if the applicant has held a life insurance licence for at least two years. O. Reg. 347/04, s. 7 (2).

Payment/Fees

How much is the fee to obtain/renew my insurance agent licence?

The fee for an insurance agent licence and/or to renew an insurance agent licence is \$150. This fee covers a two-year licence period.

Transfer of Sponsorship

I no longer wish to remain with my sponsor. Can I move to another sponsoring company?

Sponsored agents can transfer out of their sponsorship and move to another sponsor.

The current sponsor should terminate the licence online so the new sponsoring company can pick up the licence and transfer to their company.

Please contact your current and new sponsor for information as the transfer application is created by the sponsor on behalf of the agent.

How much is the fee to transfer my licence to a different sponsoring company?

The fee is \$50 to transfer your licence from one sponsoring company to another. The fee is paid online through Licensing Link. The application is created by the sponsoring company. Please contact your sponsor on how to submit an application.

Move to non-sponsored licence

When I go to renew my licence on Licensing Link, the system is telling me I must move to non-sponsored; however I do not want to leave my sponsoring company. What do I do?

Life insurance licenses all require two years of mandatory sponsorship.

After two years of continuous sponsorship, the agent is required to move to non-sponsored and is responsible for his/her own licence requirements.

The agent is not required to leave the company, however the agent's licence is no longer maintained by the company and is to be maintained by the agent. When moving to non-sponsored, the agent should ensure he/she has the following to qualify to renew:

- Two years of sponsored agent experience
- Current/active E&O insurance in the agent's name
- 30 Continuing Education hours

Do I have to wait until my renewal to submit an application to move to a non-sponsored licence status?

Once two years of sponsorship is completed, the agent can submit an online application (during renewal) or can submit a paper application if in between licensing periods.

There is no fee to move to a non-sponsored licence if completing between licensing periods.

Terminations

I am a non-sponsored life insurance agent and I no longer need/want my insurance licence. How do I notify FSCO that I wish to surrender/terminate my licence?

If you wish to terminate your licence, please email your request (*using the email address we have on file* for you to: ellicence@fSCO.gov.on.ca) or fax in your request to: 416-226-7838, or mail in a request to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
BOX 85, 4th Floor
Toronto ON M2N 6L9

I am a sponsored life insurance agent and wish to terminate/surrender my licence. How do I notify FSCO of this?

Sponsored agents shall have their sponsoring company submit an online termination on their behalf. Please contact your sponsoring company to terminate your license if you no longer require it.

I want to terminate/surrender my licence, but I do not want to lose the qualifications in case I decide to come back into the industry. Are there any provisions, timeframes in which I can reinstate my licence without taking the LLQP again?

Agents have the option of terminating their licence and having the ability to reinstate their licence within two years of the date of termination/expiry, whichever comes first.

Applicants who have been unlicensed for two or more years will have to re-qualify as a new agent, including re-writing the LLQP and pre-requisite course.

Application for renewal of licence – Insurance Act O.R. 347/04

7. (1) An application for renewal of a licence shall be made in the same manner as for a licence in the first instance. O. Reg. 347/04, s. 7 (1).

(2) Despite subsection (1), subsection 3 (1) of this Regulation and subsections 393 (3) and (4) of the Act do not apply in respect of an application for the renewal of a life insurance licence if the applicant has held a life insurance licence for at least two years. O. Reg. 347/04, s. 7 (2).

AIT – Agreement on Internal Trade

I hold a Life and A&S licence in another Canadian province. Can I apply for an exemption to obtain an Ontario licence?

Effective July 1, 2011, changes to the Agreement on Internal Trade (AIT) and the Ontario Labour Mobility Act, 2009 make it easier for individuals already licensed in a Canadian province or territory outside Ontario to apply for and receive a licence for the same occupation in Ontario. Under the new streamlined rules, an individual holding a licence in good standing equivalent to Ontario's Life and A&S insurance agent licence, or A&S only insurance agent licence, is exempted from Ontario's education requirements. However, he or she will still have to meet all the other eligibility requirements for an Ontario licence.

When applying for a licence, the individual will need to attest that he/she understands and will comply with Ontario's laws governing Life and A&S insurance agents.

Do I require a sponsor in Ontario if I do not require a sponsor in my home province?

If you can provide a letter from your home province council stating over two years' experience as a Life and A&S insurance agent – you will not be required to maintain sponsorship in Ontario.

How do I submit my non-resident licence application if I have been licensed in my home jurisdiction for less than two years?

Non-Ontario residents applying for an Ontario licence through a sponsor will rely on the sponsor to initiate the Licensing Link online application for you (the agent).

How do I submit my non-resident licence application if I have been licensed in my home jurisdiction for more than two years?

Agents who have been licensed for over two years in their home jurisdiction will be required to submit their application by paper format with a providing a letter from the regulator from the home province providing proof of two years' experience.

The paper application can be found on the following website: www.ccir-ccrra.org.

My licence in my home province is no longer active; do I still qualify for an exemption under the AIT to obtain a licence in Ontario?

Yes – FSCO allows an applicant to apply for a licence in Ontario if the applicant held in their home province within two years of the date of application.

LLQP – Life Licence Qualification Program

What is the LLQP and who needs it?

The LLQP is the Life Licence Qualification Program.

Successful completion of this program entitles the applicant to submit an application to FSCO, through their sponsoring company, for a Life and A&S insurance agent licence.

This is a program combination of a prerequisite course which is provided through various course providers. A full list of the course providers can be found on FSCO's website at the following link: <http://www.fSCO.gov.on.ca/en/insurance/Licensing-Registration/Pages/2015-llqp-course-providers.aspx>

The LLQP Exam is administered through Durham College. Registration is available by visiting [Durham College's website](#) and registering for the LLQP course online: <https://ssbp.mycampus.ca/apex/f?p=440:50>.

Please note: Examination results are only valid for one year; a candidate must submit their application for a licence to FSCO during this time frame. If they do not meet this deadline, they must re-take the exam.

I failed the exam, how many attempts do I have to write and pass the LLQP examination?

If you do not pass the same module of the LLQP exam in your first three attempts, you must wait three months after your third unsuccessful attempt, before you are eligible to re-write the exam module.

If you do not pass the same module on your fourth attempt, you must wait an additional three months after the date of your fourth unsuccessful attempt.

If you do not pass the same module on your fifth attempt, you must wait an additional six months. This six-month waiting period will also apply for each subsequent unsuccessful attempt of the same module (measured from the date of your most recent attempt).

Waiting periods apply to individual LLQP exam modules, and not to the entire exam.

Exam Database

The system is not recognizing the information I am putting in the exam portion of the application and now I cannot proceed. What do I do?

The system requires that you enter the information provided to you by the exam administrator.

This includes: Candidate ID, Exam Mark, Date of Exam and Location.

If any of the above are inputted incorrectly, the system will not allow you to proceed to the next application question.

As well, the information you are using to apply for your FSCO licence must match the information provided to the exam provider. Your FSCO application must use the same name as provided to the exam administrator thus must match the exam information. If any of the above does not match, the application will not go through.

Please contact your sponsor/exam administrator to correct the information so that you may proceed.

E&O – Errors and Omissions

What are the requirements for an E&O policy?

Life insurance agents are required by law to have errors and omissions (E&O) insurance with limits of at least \$1 million to cover a single occurrence, and at least \$2 million in the aggregate. It must also include extended coverage for loss resulting from fraudulent acts.

An agent is required to maintain E&O coverage throughout the licensing period regardless of whether they are actively selling.

FSCO conducts random audits of agents to ensure E&O compliance.

Source: Bulletins No. L&H-02/97 and G-06/06 | www.fsrao.gov.on.ca Applies to: Life Insurance Agent Licences

Where can I obtain E&O insurance?

Sponsored Life insurance agents can obtain E&O through their sponsoring company's E&O policy.

Non-sponsored agents are required to obtain their own E&O by contacting an E&O provider and applying for a policy. The rates vary amongst policy type and the provider.

Will FSCO recommend an E&O provider?

FSCO does not endorse, nor recommend E&O providers.

Agents are required to conduct their own research in determining which provider best suits their needs.

CE – Continuing Education

How many CE credits are required to maintain my Life insurance licence?

Life insurance agents are required to complete *30 CE credits within the two-year licensing period. The credits must be obtained while licensed.* Any CE course taken/earned while unlicensed will not count towards a credit.

Does the LLQP count towards 30 Continuing Education credits?

The LLQP is usually taken before one obtains a licence and is used to qualify for a licence – thus does not count towards any CE credits as CE courses must be taken while licensed to count for a credit. Any courses taken while unlicensed will not count towards any credits.

What type of credits qualifies as CE credits? (Bulletin LH-02/96)

Continuing education must be related to the technical aspects of life insurance.

Examples of topics considered 'technical' for this purpose include – legal, legislative and regulatory matters, fundamentals/principles of life insurance, financial planning, taxation, client needs analysis, proper use of life insurance products, rating/underwriting/claims, accounting and actuarial considerations, risk management principles, and provisions and differences in policy contracts.

Examples of topics that are **not** considered related to the technical aspects of life insurance include motivation, consumer psychology, salesmanship, health/stress/exercise, recruiting, office skills, telephone techniques, computer training, management training, and training on specific products offered by a company.

If I have a non-resident licence and I am required to complete CE credits in my home province, am I still required to meet the Ontario CE requirement?

The legal requirement is that Ontario licensed life agents secure 30 hours of continuing education (CE) every two years.

However, FSCO will base a non-resident life agent's CE compliance in Ontario on the licence term in the agent's home jurisdiction. *If the agent's home jurisdiction requires 30 or more hours of CE, the agent will not be required to obtain further CE credits in Ontario.*

FSCO intends to rely on the supervision of the regulators in the jurisdiction where the agent resides to determine whether the CE requirements of the home jurisdiction have been met.

Application Status

I recently submitted by application for a licence to FSCO. How can I find out the status?

FSCO maintains a 5 day turnaround for simple, non-complex applications. All applications are reviewed on a case by case basis and the length to review time is dependent on the application and supporting documentation.

Once an application is submitted to FSCO, an email will be sent (to the email address you provided on your application), confirming receipt of your application.

A follow up email will be sent to you once your application has been assigned – you will receive the contact information of the Licensing and Registration Specialist working on your application.

Licensing Link – issues

I want to apply for a new insurance agent licence but I cannot find myself or submit the application through Licensing Link.

All new applications are to be submitted via your sponsoring company. Please contact your sponsor to initiate and send you a link to your online application.

I did not receive the application link from my sponsor, but they said they sent it to me. How can I submit my online application?

Please check your junk mail and confirm your sponsor has your correct email address. Please contact your sponsor to email the link to you again.

The link I received from my sponsor has an error when I open it. What do I do?

Please contact your sponsor to re-email you a new link.

I cannot log in as it says my (email, date of birth, postal code) is incorrect.

The information inputted into Licensing Link should exactly match the information FSCO has on file.

If you cannot log into the system, you will need to email/call FSCO to determine which information we have on file. This information can then be inputted into Licensing Link and then once accepted – the information can be updated.

Please ensure to update your information within 5 days of a change.

Licensing Link is asking for a Staff Member ID and password to log in. How do I obtain this information?

Staff member ID and password is only required to log into the Company Licensing Link. Please back out and click on the link for “Licensing Link – agents”.

I forgot my PIN. Can FSCO give me a new one?

Each individual is provided with a private PIN number. FSCO does not have access to this PIN, nor can they reset the PIN.

Please choose the option: RETRIEVE PIN to enter your secret answer to your secret question to obtain a new PIN

OR

Choose the option: RESET PIN to obtain a new PIN by providing some personal information.

Licensing Link says I am required to pay online but I do not have a credit card, how do I submit my payment?

Applications are to be submitted online along with the required payment. If you do not have a credit card, but have authorization to use someone else’s card, you may. Otherwise, there is an option when you get to the payment section to pay by Interac Online (debit). If you do not wish to use either debit or credit cards, then you can select the option to pay by cheque.

Name changes/Date of Birth updates

I recently got married/divorced and need to change my name on my licence. How do I inform FSCO to get my licence updated?

Please mail/fax/email 2 pieces of Government issued Identification (ensuring that the copy is clear for us to read) so that we may update your information.

Can I update my name/date of birth on Licensing Link?

Name changes and Date of Birth changes cannot be completed on Licensing Link.

PDF licence

I submitted my application and have not yet received a copy of my licence.

FSCO no longer mails paper licenses. Licenses are available for viewing and printing via Licensing Link. Please go to the Licensing Link icon on the FSRAO website: www.fsrao.ca and input your licence number OR your name/city. When the system locates your information, you can click on your licence number and you will be provided with options to renew your licence, update your contact information and to print a copy of your licence.

Certificate of Authority/Letter of Status

I am applying for a licence in another province and I require a certificate of authority. How do I obtain one from FSCO?

Instead of providing a Certificate of Authority, FSCO has gone a step further to provide you with an enhanced "Letter of Status". Like the Certificate of Authority, the Letter of Status meets the necessary requirements of the province or territory to which you are applying. However, for convenience, the Letter of Status is a more detailed version of the certificate and includes a full complete licensing history, along with any exam information FSCO may have on file.

The letter of status costs **\$25** per letter.

Please mail in a request for a letter of status to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
Toronto ON M2N 6L9

General Insurance

New

I want to become a general insurance agent. What are the qualifications and how do I apply?

In order to obtain a licence as a general insurance agent, an applicant must:

1. Have their sponsoring company initiate the online General Insurance Agent application accessible through Licensing Link and pay the required fee;
2. Be familiar with the laws of Ontario relating to the licensing of general insurance agents.
3. Be sponsored by a licensed insurer.
4. Hold himself/herself out publicly and carry on business in good faith as a general insurance agent only in the name in which the agent is licensed.
5. Not be engaged in any other business or occupation that would jeopardize the person's integrity, independence or competence.
6. Be of good character and reputation.
7. Be a suitable person and meet all the licensing requirements.
8. Possess the appropriate educational background.

9. Provide FSCO with an Ontario mailing address that is suitable to permit service by registered mail.

Education

What are the educational requirements to become a general insurance agent?

To become licensed as a general insurance agent, the applicant must successfully pass the qualifying examination for general insurance. Examination results are valid for one year and must be forwarded to Financial Services Commission of Ontario (FSCO) when applying. FSCO does not conduct the examinations. General agents are exempt if they have a Chartered Insurance Professional (CIP) designation or successfully passed the equivalent RIBO exam.

General insurance examinations are coordinated by the Insurance Institute of Canada, 18 King Street East, 6th Floor, Toronto. For more information call 416-362-8586.

I am a new agent, how do I apply for a general insurance agent licence?

New agents should contact their sponsoring company to initiate an online application on their behalf. New agents are unable to submit an application without a sponsor.

Renewal

How do I renew my General insurance agent licence?

Insurance agents' licenses are renewed every two years. Agents must renew their licence within 60 days prior to the expiry date on their existing licence.

Applicants who have been unlicensed for two or more years will have to re-qualify as a new agent, including redoing the General Insurance examinations coordinated by the Insurance Institute of Canada.

All renewal applications are submitted online via Licensing Link and are initiated by the sponsoring insurer.

Application for renewal of licence – Insurance Act O.R. 347/04

7. (1) An application for renewal of a licence shall be made in the same manner as for a licence in the first instance. O. Reg. 347/04, s. 7 (1).

(2) Despite subsection (1), subsection 3 (1) of this Regulation and subsections 393 (3) and (4) of the Act do not apply in respect of an application for the renewal of a life insurance licence if the applicant has held a life insurance licence for at least two years. O. Reg. 347/04, s. 7 (2).

Payment/Fees

How much is the fee to obtain/renew my general insurance agent licence?

The fee for an insurance agent licence and/or to renew an insurance agent licence is \$150. This fee covers a two-year licence period.

Sponsorship

General insurance agents require sponsorship at all times to maintain their licence.

Transfer of Sponsorship

I no longer wish to remain with my sponsor. Can I move to another sponsoring company?

Sponsored agents can transfer out of their sponsorship and move to another sponsor.

The current sponsor should terminate the licence online so the new sponsoring company can pick up the licence and transfer to their company.

Please contact your current and new sponsor for information as the transfer application is created by the sponsor on behalf of the agent.

How much is the fee to transfer my licence to a different sponsoring company?

The fee is \$50 to transfer your licence from one sponsoring company to another. The fee is paid online through Licensing Link. The application is created by the sponsoring company. Please contact your sponsor on how to submit an application.

Terminations

I am a sponsored general insurance agent and wish to terminate/surrender my licence. How do I notify FSCO of this?

Sponsored agents shall have their sponsoring company submit an online termination on their behalf.

Please contact your sponsoring company to terminate your license.

I want to terminate/surrender my licence, but I do not want to lose the qualifications in case I decide to come back into the industry. Are there any provisions, timeframes in which I can reinstate my licence without taking the qualifying exam again?

Agents have the option of terminating their licence and may have their licence within two years of the date of termination/expiry (whichever comes first) without having to re-qualify.

Applicants who have been unlicensed for two or more years will have to re-qualify as a new agent, including re-writing the qualifying exam.

Please contact your sponsor to terminate your licence.

Application for renewal of licence – Insurance Act O.R. 347/04

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(2) Despite subsection (1), subsection 3 (1) of this Regulation and subsections 393 (3) and (4) of the Act do not apply in respect of an application for the renewal of a life insurance licence if the applicant has held a life insurance licence for at least two years. O. Reg. 347/04, s. 7 (2).

AIT – Agreement on Internal Trade

I hold a General Insurance agent licence in another Canadian province. Can I apply for an exemption to obtain an Ontario licence?

Effective July 1, 2011, changes to the Agreement on Internal Trade (AIT) and the Ontario Labour Mobility Act, 2009 make it easier for individuals already licensed in a Canadian province or territory outside Ontario to apply for and receive a licence for the same occupation in Ontario.

Under the new streamlined licensing process, a person who is licensed in a Canadian province or territory outside Ontario would need to successfully complete an exam on Ontario automobile insurance. RIBO offers this exam.

Before applying under the new streamlined licensing process, the individual would need to successfully complete an exam on Ontario automobile insurance. RIBO offers this exam.

To apply for this exam print and complete the Ontario Automobile Insurance Examination Application Form and mail it to RIBO.

Individuals who are eligible also need to meet all other eligibility requirements for a licence in Ontario. For more information, see: How to Become a General Insurance Agent.

Individuals who are not eligible for the exemption from Ontario's education requirements may still apply to FSCO to be licensed. FSCO will review an applicant's education and experience to determine eligibility for an Ontario licence.

In Ontario, FSCO licenses general insurance agents who are employees of insurance companies. The Registered Insurance Brokers of Ontario (RIBO) licenses persons employed by insurance brokers.

How do I submit my non-resident general insurance agent licence application?

General agent licences for non-residents are to be submitted online via an Ontario licensed sponsoring insurer.

Please contact your sponsoring company to set up your online application.

My licence in my home province is no longer active; do I still qualify for an exemption under the AIT to obtain a licence in Ontario?

Yes – FSCO allows an applicant to apply for a licence in Ontario if the applicant held a licence within their home jurisdiction within two years of the application.

Exam Database

The system is not recognizing the information I am putting in the exam portion of the application and now I cannot proceed. What do I do?

The system requires that you enter the information provided to you by the exam administrator.

This includes: Candidate ID, Exam Mark, Date of Exam and Location.

If any of the above are inputted incorrectly, the system will not allow you to proceed to the next application question.

As well, the information you are using to apply for your FSCO licence must match the information provided to the exam provider. Your FSCO application must use the same name as provided to the exam administrator thus must match the exam information. If any of the above does not match, the application will not go through.

Please contact your sponsor/exam administrator to correct the information so that you may proceed.

Application Status

I recently submitted by application for a licence to FSCO. How can I find out the status?

FSCO maintains a 5 day turnaround for simple, non-complex applications. All applications are reviewed on a case by case basis and the length to review time is dependent on the application and supporting documentation.

- Once an application is submitted to FSCO, an email will be sent (to the email you provided on your application), confirming receipt of your application.
- A follow up email will be sent to you once your application has been assigned – you will receive the contact information of the Licensing and Registration Specialist working on your application.

Licensing Link – issues

I want to apply for a new insurance agent licence but I cannot find myself or submit the application through Licensing Link.

All new applications are to be submitted via your sponsoring company. Please contact your sponsor to initiate and send you a link to your online application.

I did not receive the application link from my sponsor, but they said they sent it to me. How can I submit my online application?

Please check your junk mail and confirm your sponsor has your correct email address. Please contact your sponsor to email the link to you again.

The link I received from my sponsor has an error when I open it. What do I do?

Please contact your sponsor to re-email you a new link.

I cannot log in as it says my (email, date of birth, postal code) is incorrect.

The information inputted into Licensing Link shall match the information FSCO has on file.

If you cannot log into the system, you will need to email/call FSCO to determine which information we have on file. This information can then be inputted into Licensing Link and then once accepted – the information can be updated.

Please ensure to update your information within 5 days of a change.

Licensing Link is asking for a Staff Member ID and password to log in. How do I obtain this information?

Staff member ID and password is only required to log into the Company Licensing Link. Please back out and click on the link for “Licensing Link – agents”.

I forgot my PIN. Can FSCO give me a new one?

Each individual is provided with a private PIN number. FSCO does not have access to this PIN, nor can they reset the PIN.

Please choose the option: RETRIEVE PIN to enter your secret answer to your secret question to obtain a new PIN

OR

Choose the option: RESET PIN to obtain a new PIN by providing some personal information.

Licensing Link says I am required to pay online but I do not have a credit card, how do I submit my payment?

Applications are to be submitted online along with the required payment. If you do not have a credit card, but have authorization to use someone else’s card, you may. Otherwise, there is an option when you get to the payment section to pay by cheque. Please use that option if you do not wish to pay by credit card.

Name changes/Date of Birth updates

I recently got married/divorced and need to change my name on my licence. How do I inform FSCO to get my licence updated?

Please mail/fax/email two pieces of government-issued Identification (ensuring that the copy is clear for us to read) so that we may update your information.

Can I update my name/date of birth on Licensing Link?

Name changes and Date of Birth changes cannot be completed on Licensing Link.

PDF licence

I submitted my application and have not yet received a copy of my licence.

FSCO no longer mails paper licenses. Licenses are available for viewing and printing via Licensing Link. Please go to the Licensing Link icon on the FSRA website: www.fsrao.ca and input your licence number OR your name/city. When the system locates your information, you can click on your licence number and you will be provided with options to renew your licence, update your contact information and to print a copy of your licence.

Certificate of Authority/Letter of Status

I am applying for a licence in another province and I require a certificate of authority. How do I obtain one from FSCO?

FSCO now issues Letters of Status. This is a more detailed version of the certificate and includes a full complete licensing history, along with any exam information FSCO may have on file.

The letter of status costs \$25 per letter.

Please mail in a request for a letter of status to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
Toronto ON M2N 6L9

Accident and Sickness Only

New

I want to become an Accident and Sickness only agent. What are the qualifications and how do I apply?

In order to obtain a licence as an Accident and Sickness only insurance agent, an applicant must:

1. Have your sponsor initiate an application accessible through Licensing Link and pay the required fee;
2. Be familiar with the laws of Ontario relating to the licensing of Accident and Sickness agents.
3. Be sponsored by a licensed insurer.
4. Hold himself/herself out publicly and carry on business in good faith as an A&S insurance agent only in the name in which the agent is licensed.
5. Not be engaged in any other business or occupation that would jeopardize the person's integrity, independence or competence.
6. Be of good character and reputation.
7. Be a suitable person and meet all the licensing requirements.
8. Possess the appropriate educational background.
9. Provide FSCO with an Ontario mailing address that is suitable to permit service by registered mail.

To become licensed as an A&S only insurance agent, the applicant must successfully pass the qualifying examination for A&S insurance as well as the pre-requisite course.

=The A&S only exam is a portion of the LLQP exam. Please contact [Durham College](#) on registration for the exam: <https://ssbp.mycampus.ca/apex/f?p=440:50>.

I am a new agent, how do I apply for a general insurance agent licence?

New agents should contact their sponsoring company to initiate an online application on their behalf. New agents are unable to submit an application without a sponsor.

Renewal

How do I renew my A&S only insurance agent licence?

Insurance agents' licences are renewed every two years. Agents must renew their licence within 60 days prior to the expiry date on their existing licence.

Applicants who have been unlicensed for two or more years will have to re-qualify as a new agent, including re-writing the A&S portion of the LLQP and pre-requisite course.

All renewal applications are submitted online via Licensing Link and are initiated by the sponsoring insurer.

Application for renewal of licence – Insurance Act O.R. 347/04

7. (1) An application for renewal of a licence shall be made in the same manner as for a licence in the first instance. O. Reg. 347/04, s. 7 (1).

(2) Despite subsection (1), subsection 3 (1) of this Regulation and subsections 393 (3) and (4) of the Act do not apply in respect of an application for the renewal of a life insurance licence if the applicant has held a life insurance licence for at least two years. O. Reg. 347/04, s. 7 (2).

Payment/Fees

How much is the fee to obtain/renew my insurance agent licence?

The fee for an insurance agent licence and/or to renew an insurance agent licence is \$150.

This fee covers a two-year licence period.

Sponsorship

A&S Only insurance agents require sponsorship at all times to maintain their licence.

Transfer of Sponsorship

I no longer wish to remain with my sponsor. Can I move to another sponsoring company?

Sponsored agents can transfer out of their sponsorship and move to another sponsor.

The current sponsor should terminate the licence online so the new sponsoring company can pick up the licence and transfer to their company.

Please contact your current and new sponsor for information as the transfer application is created by the sponsor on behalf of the agent.

How much is the fee to transfer my licence to a different sponsoring company?

The fee is \$50 to transfer your licence from one sponsoring company to another. The fee is paid online through Licensing Link. The application is created by the sponsoring company. Please contact your sponsor on how to submit an application.

Terminations

I am a sponsored A&S only insurance agent and wish to terminate/surrender my licence. How do I notify FSCO of this?

Sponsored agents shall have their sponsoring company submit an online termination on their behalf.

Please contact your sponsoring company to terminate your licence.

I want to terminate/surrender my licence, but I do not want to lose the qualifications in case I decide to come back into the industry. Are there any provisions, timeframes in which I can reinstate my licence without taking the qualifying exam again?

Agents have the option of terminating their licence and having the ability to reinstate their licence within two years of the date of inactivity.

Applicants who have been unlicensed for two or more years will have to re-qualify as a new agent, including re-writing the qualifying exam.

Please contact your sponsor to terminate your licence.

Application for renewal of licence – Insurance Act O.R. 347/04

7. (1) An application for renewal of a licence shall be made in the same manner as for a licence in the first instance. O. Reg. 347/04, s. 7 (1).

(2) Despite subsection (1), subsection 3 (1) of this Regulation and subsections 393 (3) and (4) of the Act do not apply in respect of an application for the renewal of a life insurance licence if the applicant has held a life insurance licence for at least two years. O. Reg. 347/04, s. 7 (2).

AIT – Agreement on Internal Trade

Under the AIT, an individual holding an A&S only Insurance Agent Licence in a Canadian province or territory outside Ontario is exempted from completing the Ontario education requirement (i.e., the A&S portion of the LLQP) when applying for an A&S only Insurance Agent Licence in Ontario.

How do I submit my non-resident general insurance agent licence application?

A&S only agent licences for non-residents are to be submitted online via an Ontario licensed sponsoring insurer.

Please contact your sponsoring company to set up your online application.

My licence in my home province is no longer active; do I still qualify for an exemption under the AIT to obtain a licence in Ontario?

Yes – FSCO allows an applicant to apply for a licence in Ontario if the applicant holds an active or an inactive licence (for less than two years) in their home province.

Exam Database

The system is not recognizing the information I am putting in the exam portion of the application and now I cannot proceed. What do I do?

The system requires that you enter the information provided to you by the exam administrator.

This includes: Candidate ID, Exam Mark, Date of Exam and Location.

If any of the above are inputted incorrectly, the system will not allow you to proceed to the next application question.

As well, the information you are using to apply for your FSCO licence must match the information provided to the exam provider. Your FSCO application must use the same name as provided to the exam administrator thus must match the exam information. If any of the above does not match, the application will not go through.

Please contact your sponsor/exam administrator to correct the information so that you may proceed.

Application Status

I recently submitted my application for a licence to FSCO. How can I find out the status?

FSCO maintains a 5 day turnaround for simple, non-complex applications. All applications are reviewed on a case by case basis and the length to review time is dependent on the application and supporting documentation.

1. Once an application is submitted to FSCO, an email will be sent (to the email you provided on your application), confirming receipt of your application.

A follow up email will be sent to you once your application has been assigned – you will receive the contact information of the Licensing and Registration Specialist working on your application.

Licensing Link – issues

I want to apply for a new insurance agent licence but I cannot find myself or submit the application through Licensing Link.

All new applications are to be submitted via your sponsoring company. Please contact your sponsor to initiate and send you a link to your online application.

I did not receive the application link from my sponsor, but they said they sent it to me. How can I submit my online application?

Please check your junk mail and confirm your sponsor has your correct email address. Please contact your sponsor to email the link to you again.

The link I received from my sponsor has an error when I open it. What do I do?

Please contact your sponsor to re-email you a new link.

I cannot log in as it says my (email, date of birth, postal code) is incorrect.

The information inputted into Licensing Link shall match the information FSCO has on file.

If you cannot log into the system, you will need to email/call FSCO to determine which information we have on file. This information can then be inputted into Licensing Link and then once accepted – the information can be updated.

Please ensure to update your information within 5 days of a change.

Licensing Link is asking for a Staff Member ID and password to log in. How do I obtain this information?

Staff member ID and password is only required to log into the Company Licensing Link. Please back out and click on the link for “Licensing Link – agents”.

I forgot my PIN. Can FSCO give me a new one?

Each individual is provided with a private PIN number. FSCO does not have access to this PIN, nor can they reset the PIN.

Please choose the option: RETRIEVE PIN to enter your secret answer to your secret question to obtain a new PIN

OR

Choose the option: RESET PIN to obtain a new PIN by providing some personal information.

Licensing Link says I am required to pay online but I do not have a credit card, how do I submit my payment?

Applications are to be submitted online along with the required payment. If you do not have a credit card, but have authorization to use someone else's card, you may. Otherwise, there is an option when you get to the payment section to pay by cheque. Please use that option if you do not wish to pay by credit card.

Name changes/Date of Birth updates

I recently got married/divorced and need to change my name on my licence. How do I inform FSCO to get my licence updated?

Please mail/fax/email 2 pieces of Government issued Identification (ensuring that the copy is clear for us to read) so that we may update your information.

Can I update my name/date of birth on Licensing Link?

Name changes and Date of Birth changes cannot be completed on Licensing Link.

PDF licence

I submitted my application and have not yet received a copy of my licence.

FSCO no longer mails paper licenses. Licenses are available for viewing and printing via Licensing Link. Please go to the Licensing Link icon on the FSCO website: www.fsrao.ca and input your licence number OR your name/city. When the system locates your information, you can click on your licence number and you will be provided with options to renew your licence, update your contact information and to print a copy of your licence.

Certificate of Authority/Letter of Status

I am applying for a licence in another province and I require a certificate of authority. How do I obtain one from FSCO?

FSCO now issues Letters of Status. This is a more detailed version of the certificate and includes a full complete licensing history, along with any exam information FSCO may have on file.

The letter of status costs \$25 per letter.

Please mail in a request for a letter of status to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
Toronto ON M2N 6L9

Insurance Corporate/Partnership Agency

Life

New

I want to apply for a corporate agency life licence. How do I do this?

In order to obtain a licence, an applicant must meet the following requirements:

1. Complete the paper application with applicable documents and pay the required fee of \$200 for a partnership or \$400 for a corporation.
2. Be familiar with the laws of Ontario relating to the licensing of corporation and partnership agencies.
3. Hold itself out publicly and carry on business in good faith only in the name in which the corporation or partnership is licensed.
4. Not be engaged in any other business that would jeopardize the integrity, independence or competence of the corporation or partnership.
5. Be of good character and reputation.
6. Be legally entitled to carry on business in Canada and make all the required provincial and federal government regulatory filings.
7. Provide an Ontario mailing address that is suitable for registered mail.
8. Life Insurance Corporation and partnerships must acquire the appropriate Errors and Omissions (E & O) insurance coverage and maintain this coverage through the term of the licence.
9. Corporation applications must include a copy of the Articles of Incorporation plus any amendments. Extra-Provincial incorporations must be registered with the Ontario Ministry of Government Services. Information on their Directors and Officers must also be provided.
10. Partnership applications must include the Partnership Declaration registered with Ministry of Government Services and at least one of the partners must hold a valid Ontario insurance agent's licence.

The corporate/partnership application can be found on the following link:

<http://www.fSCO.gov.on.ca/en/insurance/forms/Documents/1149E.3.pdf>

Renewal

How do I submit my renewal application for my corporate/partnership agency? Can I do this online?

Insurance agent corporation and partnership licenses can be renewed every two years. The fee is \$200 for a partnership and \$400 for a corporation.

Corporate/Partnership agencies are to submit their application by paper.

The application form is available on the FSCO website:

<http://www.fSCO.gov.on.ca/en/insurance/forms/Documents/1149E.3.pdf>

Please mail the application along with the required payment and supporting documentation (E&O, master business licence) to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
BOX 85, 4th Floor
Toronto, ON M2N 6L9

Payment

How much is the fee for a new/renewal corporate agency application/licence?

The fee for an insurance corporate agency licence is \$400 payable to the Minister of Finance. Payment is accepted by cash, cheque or money order.

How much is the fee for a new/renewal corporate partnership application/licence?

The fee is \$200 for a corporate partnership licence and is payable to the Minister of Finance. Payment is accepted by cash, cheque or money order.

Supporting Documentation:

What is required to be submitted with the corporate agency application?

Articles of Incorporation and Certificate of Incorporation

Articles of Incorporation are the official documentation to show the incorporation of an incorporated company. All corporate agency applications must be accompanied by the full set of Articles, including the first certificate page.

Corporate partnership agencies must provide a Partnership Agreement instead of the Articles of Incorporation.

E&O

Life Insurance Corporation and partnerships must maintain E & O insurance coverage with a minimum of \$1 million coverage per incident and an aggregate limit of \$2 million with two years tail coverage and extended coverage for fraud. The name of the coverage provider and the policy or certificate number must be provided with the corporation or partnership application.

All applications for a corporate agency must be accompanied with a copy of the current Errors and Omissions certificate in the legal name of the corporate agency.

A mandatory fraud coverage/ONTARIO endorsement of \$1,000 is also required.

If your E&O policy holds a vicarious liability:

E&O policy is intended to protect you as a licensed advisor, and your unlicensed employees, if applicable. However, you can add coverage for the following firms to your policy:

- Firm(s) in which you hold an ownership interest, under which you provide financial advisory services (see reference to “Personal Corporation” below)
- Firm(s) with which you are contracted to do business that require their name(s) to be shown on your Certificate of Insurance

Note that under certain circumstances, the addition of any of the above firms to your coverage is provided in a very limited capacity: that of “**Vicarious Liability**”. For firms with whom you do business i.e. a contracted mutual fund dealer, vicarious liability protection is adequate and will satisfy their requirements.

However, ***vicarious liability coverage may not be adequate to fully protect your firm.***

What is “Vicarious Liability”?

In Common Law and under the Civil Code, the principle of vicarious liability establishes that an employer or agency may be held liable for the conduct of its employees/agents, ***without proving actual negligence.***

However, should a claim be brought against your firm alleging negligence (“direct” liability), such as allegations of improper hiring, negligent supervision or training, your Agent’s E&O policy won’t respond to defend your firm. Also, where a licensed agent has left the firm, and a suit is brought against the firm alleging negligence on the part of the former employee, your firm could be called upon by the courts to respond. Under these circumstances and many other situations, your Agent’s E&O policy won’t respond to protect your firm. **Any legal expenses or court awards would be borne entirely by your firm.**

In certain circumstances, agents can obtain full coverage beyond vicarious liability under their individual Agent’s E&O insurance.

Master Business Licence

A Master Business Licence is a document showing the registration of a trade name.

Any insurance agency wishing to hold out in a name other than the legal name of their corporation must register a trade name and provide a copy of the Master Business Licence to FSCO to amend the licence. E&O must also be amended to include the trade name of the corporate agency.

A Master Business Licence is valid for five years and must be renewed to continue using the trade name.

The Master Business Licence is provided by the Ministry of Government Services.

There is no fee to add a trade name.

AIT

I am licensed as a corporate agency in my home province. How do I apply for a corporate agency licence in Ontario?

Non-residents can apply for a corporate/partnership agency licence in Ontario.

To do so, an application must be completed (please follow the steps for a new corporate agency licence). An Ontario licensed individual must be named as designated agent.

In addition to the requirements for a corporate agency licence, the non-resident must also ensure the company is registered to do business in Ontario by registering with the Ministry of Government Services.

Designated Agent

What is a designated agent and why does my corporate agency require one?

A designated agent is an agent authorized to conduct business on behalf of the corporate agency.

The designated agent must be licensed in the same class as the corporate agency licence.

Corporate agencies are considered insurance agents under the Insurance Act, thus in order to properly licence, the agency must designate one licensed agent to transact business in Ontario. The designated agent does not have to be an officer/director or shareholder of the corporate agency.

PDF Licence

I have not yet received a copy of my licence in the mail. How do I request a copy?

FSCO no longer mails paper licenses. If your licence has been issued and you have not received an emailed PDF version of your licence, it can be requested by sending an email to <mailto:contactcentre@fsrao.ca>.

Name Change

I have changed the name of my corporate agency. How do I notify FSCO of this change?

Please mail a copy of the Articles of Amendment and/or copy of the name change document, along with a copy of your amended E&O certificate and payment of \$25 payable to the Minister of Finance (cheque or money order).

Contact Information Changes

My corporate agency has moved locations. How do I notify FSCO of my change in address, email address, telephone number, and designated agent?

Please send an email to: <mailto:contactcentre@fsrao.ca>, with your new contact information so that we can update your file.

Terminations/Surrender

I no longer require my corporate agency licence. How do I surrender the licence?

If you wish to surrender your corporate agency licence, please send in a request to terminate the licence. The request must be signed by an officer/director of the agency.

General

New

I want to apply for a corporate general agency licence. How do I do this?

In order to obtain a licence, an applicant must meet the following requirements:

1. Complete the application with applicable documents and pay the required fee of \$200 for a partnership or \$400 for a corporation.
2. Be familiar with the laws of Ontario relating to the licensing of corporation and partnership agencies.
3. Hold itself out publicly and carry on business in good faith only in the name in which the corporation or partnership is licensed.
4. Not be engaged in any other business that would jeopardize the integrity, independence or competence of the corporation or partnership.
5. Be of good character and reputation.
6. Be legally entitled to carry on business in Canada and make all the required provincial and federal government regulatory filings.
7. Provide an Ontario mailing address that is suitable for registered mail.
8. Corporation applications must include a copy of the Articles of Incorporation plus any amendments. Extra-Provincial incorporations must be registered with the Ontario Ministry of Government Services. Information on their Directors and Officers must also be provided.
9. Partnership applications must include the Partnership Declaration registered with Ministry of Government Services and at least one of the partners must hold a valid Ontario insurance agent's licence.

The corporate/partnership application can be found on the following link:

<http://www.fsco.gov.on.ca/en/insurance/forms/Documents/1149E.1.pdf>

Renewal

How do I submit my renewal application for my corporate/partnership agency? Can I do this online?

Insurance agent corporation and partnership licenses can be renewed every two years. The fee is \$200 for a partnership and \$400 for a corporation.

Corporate/Partnership agencies are to submit their application by paper.

The application form is available on the FSCO website:

<http://www.fsco.gov.on.ca/en/insurance/forms/Documents/1149E.1.pdf>

Please mail the application along with the required payment and supporting documentation (master business licence if applicable) to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
BOX 85, 4th Floor
Toronto ON M2N 6L9

Payment

How much is the fee for a new/renewal corporate agency application/licence?

The fee for an insurance corporate agency licence is \$400 payable to the Minister of Finance. Payment is accepted by cash, cheque or money order.

How much is the fee for a new/renewal corporate partnership application/licence?

The fee is \$200 for a corporate partnership licence and is payable to the Minister of Finance. Payment is accepted by cash, cheque or money order.

Sponsorship – Transfer of Sponsorship

Does my General insurance corporate agency licence require sponsorship? Can I transfer sponsorships?

General insurance corporate agencies require sponsorship at all times to maintain their licence.

Sponsorship can be transferred at a \$50 fee at any time during the licensing period.

The application to transfer sponsorship is the current Corporate/Partnership Agency application form used to submit a new application.

Supporting Documentation:

What is required to be submitted with the corporate agency application?

Articles of Incorporation and Certificate of Incorporation

Articles of Incorporation are the official documentation to show the incorporation of an incorporated company. All corporate agency applications must be accompanied by the full set of Articles, including the first certificate page.

Corporate partnership agencies must provide a Partnership Agreement instead of the Articles of Incorporation.

Master Business Licence

A Master Business Licence is a document showing the registration of a trade name.

Any insurance agency wishing to hold out in a name other than the legal name of their corporation must register a trade name and provide a copy of the Master Business Licence to FSCO to amend the licence. E&O must also be amended to include the trade name of the corporate agency.

A Master Business Licence has a validity of five years and must be renewed to continue using the trade name.

The Master Business Licence is provided by the Ministry of Government Services.

AIT

I am licensed as a corporate agency in my home province. How do I apply for a corporate agency licence in Ontario?

Non-residents can apply for a corporate/partnership agency licence in Ontario.

To do so, an application must be completed (please follow the steps for a new corporate agency licence). An Ontario licensed individual must be named as designated agent.

In addition to the requirements for a corporate agency licence, the non-resident must also ensure the company is registered to do business in Ontario by registering with the Ministry of Government Services.

Designated Agent

What is a designated agent and why does my corporate agency require one?

A designated agent is an agent authorized to conduct business on behalf of the corporate agency.

The designated agent must be licensed in the same class as the corporate agency licence.

Corporate agencies are considered insurance agents under the Insurance Act, thus in order to be properly licenced, the agency must designate one agent licensed to transact business in Ontario. The designated agent does not have to be an officer/director or shareholder of the corporate agency.

PDF Licence

I have not yet received a copy of my licence in the mail. How do I request a copy?

FSCO no longer mails paper licenses. If your licence has been issued and you have not received an emailed PDF version of your licence, it can be requested by sending an email to <mailto:contactcentre@fsrao.ca>.

Name Change

I have changed the name of my corporate agency. How do I notify FSCO of this change?

Please mail a copy of the Articles of Amendment and/or copy of the name change document, along with a payment of \$25 payable to the Minister of Finance (cheque or money order).

Contact Information Changes

My corporate agency has moved locations. How do I notify FSCO of my change in address, email address, telephone number, and designated agent?

Please send an email to: <mailto:contactcentre@fsrao.ca> with your new contact information so that we can update your file.

Terminations/Surrender

I no longer require my corporate agency licence. How do I surrender the licence?

Sponsored agencies must have their sponsor submit the request to surrender their licence.

Insurers can terminate sponsorship for a corporation or partnership by providing written notice to FSCO. The termination suspends the licence and the corporation or partnership licence will not be active until a new sponsor is identified and the relevant documents are submitted to FSCO for review.

A&S only

New

I want to apply for a corporate A&S only agency licence. How do I do this?

In order to obtain a licence, an applicant must meet the following requirements:

1. Complete the application with applicable documents and pay the required fee of \$200 for a partnership or \$400 for a corporation.
2. Be familiar with the laws of Ontario relating to the licensing of corporation and partnership agencies.
3. Hold itself out publicly and carry on business in good faith only in the name in which the corporation or partnership is licensed.
4. Not be engaged in any other business that would jeopardize the integrity, independence or competence of the corporation or partnership.
5. Be of good character and reputation.
6. Be legally entitled to carry on business in Canada and make all the required provincial and federal government regulatory filings.
7. Provide an Ontario mailing address that is suitable for registered mail.
8. Corporation applications must include a copy of the Articles of Incorporation plus any amendments. Extra-Provincial incorporations must be registered with the Ontario Ministry of Government Services. Information on their Directors and Officers must also be provided.
9. Partnership applications must include the Partnership Declaration registered with Ministry of Government Services and at least one of the partners must hold a valid Ontario insurance agent's licence.

The corporate/partnership application can be found on the following link:

<http://www.fsco.gov.on.ca/en/insurance/forms/Documents/1149E.1.pdf>

Renewal

How do I submit my renewal application for my corporate/partnership agency? Can I do this online?

Insurance agent corporation and partnership licenses can be renewed every two years. The fee is \$200 for a partnership and \$400 for a corporation.

Corporate/Partnership agencies are to submit their application by paper.

The application form is available on the FSCO website:

<http://www.fsco.gov.on.ca/en/insurance/forms/Documents/1149E.1.pdf>

Please mail the application along with the required payment and supporting documentation (master business licence if applicable) to:

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Financial Services Commission of Ontario
5160 Yonge Street
BOX 85, 4th Floor
Toronto ON M2N 6L9

Payment

How much is the fee for a new/renewal corporate agency application/licence?

The fee for an insurance corporate agency licence is \$400 payable to the Minister of Finance. Payment is accepted by cash, cheque or money order.

How much is the fee for a new/renewal corporate partnership application/licence?

The fee is \$200 for a corporate partnership licence and is payable to the Minister of Finance. Payment is accepted by cash, cheque or money order.

Sponsorship – Transfer of Sponsorship

Does my A&S only corporate agency licence require sponsorship? Can I transfer sponsorships?

A&S only corporate agencies require sponsorship at all times to maintain their licence.

Sponsorship can be transferred at a \$50 fee at any time during the licensing period.

The application to transfer sponsorship is the current Corporate/Partnership Agency application form used to submit a new application.

Supporting Documentation:

What is required to be submitted with the corporate agency application?

Articles of Incorporation and Certificate of Incorporation

Articles of Incorporation are the official documentation to show the incorporation of an incorporated company. All corporate agency applications must be accompanied by the full set of Articles, including the first certificate page.

Corporate partnership agencies must provide a Partnership Agreement instead of the Articles of Incorporation.

Master Business Licence

A Master Business Licence is a document showing the registration of a trade name.

Any insurance agency wishing to hold out in a name other than the legal name of their corporation must register a trade name and provide a copy of the Master Business Licence to FSCO to amend the licence. E&O must also be amended to include the trade name of the corporate agency.

A Master Business Licence has a five-year validity and must be renewed to continue using the trade name.

The Master Business Licence is provided by the Ministry of Government Services.

AIT

I am licensed as a corporate agency in my home province. How do I apply for a corporate agency licence in Ontario?

Non-residents can apply for a corporate/partnership agency licence in Ontario.

To do so, an application must be completed (please follow the steps for a new corporate agency licence). An Ontario licensed individual must be named as designated agent.

In addition to the requirements for a corporate agency licence, the non-resident must also ensure the company is registered to do business in Ontario by registering with the Ministry of Government Services.

Designated Agent

What is a designated agent and why does my corporate agency require one?

A designated agent is an agent authorized to conduct business on behalf of the corporate agency.

Corporate agencies are considered insurance agents under the Insurance Act, thus in order to be properly licensed, the agency must designate an agent licensed in the same class of insurance to transact

business in Ontario. =The designated agent does not have to be an officer/director or shareholder of the corporate agency.

PDF Licence

I have not yet received a copy of my licence in the mail. How do I request a copy?

FSCO no longer mails paper licences. If your licence has been issued and you have not received an emailed PDF version of your licence, it can be requested by sending an email to <mailto:contactcentre@fsrao.ca>.

Name Change

I have changed the name of my corporate agency. How do I notify FSCO of this change?

Please mail a copy of the Articles of Amendment and/or copy of the name change document along with a payment of \$25 payable to the Minister of Finance (cheque or money order).

Contact Information Changes

My corporate agency has moved locations. How do I notify FSCO of my change in address, email address, telephone number, and designated agent?

Please send an email to: <mailto:contactcentre@fsrao.ca> with your new contact information so that we can update your file.

Terminations/Surrender

I no longer require my corporate agency licence. How do I surrender the licence?

Sponsored agencies must have their sponsor submit the request to surrender their licence.

Insurers can terminate sponsorship for a corporation or partnership by providing written notice to FSCO. The termination suspends the licence and the corporation or partnership licence will not be active until a new sponsor is identified and the relevant documents are submitted to FSCO for review.

Insurance Adjuster

New

I want to become an insurance adjuster. What is the process to get licensed?

Insurance adjusters investigate insurance claims and determine the amount of loss or damages covered by property and casualty insurance policies. Insurance adjusters work in the claims departments of insurance companies, or as public or independent adjusters. Insurance company adjusters represent insurers; public adjusters represent policyholders; and independent adjusters work for insurers or policyholders.

Requirements for obtaining a licence to act as an Insurance Adjuster under the Insurance Act:

- Complete an Insurance Adjuster application, include supporting documents and remittance fee of \$75.
- Be familiar with the laws of Ontario relating to the licensing of adjusters.
- Be sponsored by an adjusting company.

Note: Individuals employed by an insurer and working as adjusters do not need a licence.

Application form: <http://www.fSCO.gov.on.ca/en/insurance/forms/Documents/1202E.pdf>

Education

What educational requirements are needed to obtain an insurance adjuster licence?

Initially, the applicant will be granted a Letter of Authority. The applicant must successfully complete four Insurance Institute of Canada (IIC) courses after obtaining the Letter of Authority to receive a Probationary Adjusters Licence. The courses are:

- C11 - Principles and Practice of Insurance
- C12 - Insurance on Property
- C14 - Automobile Insurance – Part 1
- C110 - Essentials of Loss Adjusting

Individuals must successfully complete an additional four IIC courses within 30 months after obtaining a Probationary Adjusters Licence. The courses are:

- C13 - Insurance Against Liability – Part 1
- C32 - Bodily Injury Claims
- C111 - Advanced Loss Adjusting
- C112 - Practical Issues in Claims Management

Successful candidates will be eligible to appear before the Qualifications Board to complete an oral exam. Candidates who successfully pass their oral exam must forward the results to Financial Services Commission of Ontario (FSCO). FSCO will issue a full Adjusters Licence based on a review of the exam results.

Additional information can be obtained from The Canadian Independent Adjusters' Association.

Note: Individuals may attempt the oral examination before the Qualifications Board without taking the required courses if they have a Chartered Insurance Professional (CIP) designation.

Sponsorship

What is sponsorship and why is it required to maintain an insurance adjuster licence?

Sponsoring companies are responsible for investigating the record of the applicant and confirming the following:

1. That the applicant is a person of good character and reputation.
2. That the applicant possesses an educational background that is appropriate to the responsibilities of an adjuster of the sponsoring company.
3. That the applicant meets all licensing requirements and is a suitable person to receive a licence as an adjuster as appropriate.
4. The sponsoring company has established and maintains a system to ensure that each adjuster complies with the Ontario legal requirements and the requirements of the adjuster's licence.

Sponsorship must be maintained at all times to keep the individual adjuster licence active.

Can I transfer sponsoring companies, or am I required to stay with the company I initially got licensed through?

Sponsorship can be transferred from one adjusting firm to another. The fee to do this is \$50 and an application (insurance adjuster application) is required to be submitted to FSCO with the new sponsorship attestation.

PDF licence

I submitted my application and have not yet received a copy of my licence.

FSCO no longer mails paper licences. Licences are available for viewing and printing via Licensing Link. Please go to the Licensing Link icon on the FSCO website: www.fsrao.ca and input your licence number OR your name/city. When the system locates your information, you can click on your licence number and you will be provided with options to renew your licence, update your contact information and to print a copy of your licence.

Payment

How much is the fee for an Insurance Adjuster Corporate licence?

The fee is \$200 payable to the Minister of Finance.

AIT

I have an insurance adjuster licence in another province. Can I obtain an equivalency licence in Ontario?

Effective July 1, 2011, changes to the Agreement on Internal Trade (AIT) and the Ontario Labour Mobility Act, 2009 make it easier for an individual already licensed as an adjuster in a Canadian province or territory outside Ontario to apply for and receive a full adjuster's licence in Ontario.

Under the new streamlined rules, an individual holding a licence in good standing equivalent to Ontario's full adjuster's licence is exempted from Ontario's education requirements. However, an individual seeking a licence to adjust auto claims would still need to have successfully completed an exam on Ontario auto insurance. The Registered Insurance Brokers of Ontario (RIBO) offers this exam on behalf of FSCO.

To apply for this exam print and complete the Ontario Automobile Insurance Examination Application Form and mail it to RIBO.

Eligible individuals also need to meet all other eligibility requirements for an adjuster's licence in Ontario. For more information on these requirements, see How to Become an Independent or Public Adjuster.

Individuals who are not eligible may still apply to FSCO to be licensed. FSCO will review an applicant's education and experience to determine eligibility for an Ontario adjuster's licence. If you have an adjuster licence that is not equivalent to Ontario's full adjuster licence, you may qualify for Ontario's Letter of Authority or Probationary Adjuster's Licence.

Renewal

How do I renew my adjuster's licence?

Adjusters must renew their licence within 60 days prior to the expiry date on their licence. Every adjuster licence expires on the 30th of June. The fee for renewal is \$75.

All adjuster applications should be sent by the sponsoring adjusting firm. The application for renewal can be located under the FORMS tab of the FSCO website.

Note: Deposit of a cheque or money order does not automatically mean that the individual is licensed. The effective date of an individual's licence is listed on FSCO's Individual Adjusters and Adjusting Companies Licensed in Ontario Application, accessed from the side bar of FSCO's website under: Insurance >> Licensed Representatives Listings >> Individual Adjusters or Adjusting Companies, and a paper copy is issued by FSCO.

A \$35.00 fee will be charged for cheques returned for non-sufficient funds.

Upgrade Licence Type

I have now passed the required 4 courses to move from Letter of Authority to Probationary. How do I notify FSCO so that my licence gets upgraded?

The insurance adjuster shall send the original transcripts indicating the completion of the required courses. FSCO will review and upgrade accordingly.

Termination/Surrender

I no longer require my insurance adjuster licence. How do I notify FSCO that I wish to surrender the licence?

If you wish to surrender your insurance adjuster licence, please contact your sponsoring adjusting firm to send a termination letter on your behalf. The letter can be mailed to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
BOX 85, 4th Floor
Toronto ON M2N 6L9

Insurance Adjuster Corporation

New

I wish to obtain an insurance adjuster corporate agency licence. How do I do this?

In order to obtain a licence, an applicant must meet the following requirements:

1. Complete the application with applicable documents and pay the required fee of \$200 for a partnership or \$400 for a corporation.
2. Be familiar with the laws of Ontario relating to the licensing of corporation and partnership agencies.
3. Hold itself out publicly and carry on business in good faith only in the name in which the corporation or partnership is licensed.
4. Not be engaged in any other business that would jeopardize the integrity, independence or competence of the corporation or partnership.
5. Be of good character and reputation.
6. Be legally entitled to carry on business in Canada and make all the required provincial and federal government regulatory filings.
7. Provide an Ontario mailing address that is suitable for registered mail.
8. Corporation applications must include a copy of the Articles of Incorporation, certificate of incorporation plus any amendments. Extra-Provincial incorporations must be registered with the Ontario Ministry of Government Services. Information on their Directors and Officers must also be provided.
9. Partnership applications must include the Partnership Declaration registered with Ministry of Government Services and all partners must hold a valid Ontario insurance agent's licence.

PDF licence

I submitted my application and have not yet received a copy of my licence.

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Payment

How much is the fee for an Insurance Adjuster Corporate licence?

The fee is \$200 payable to the Minister of Finance.

AIT

I am licensed as an insurance adjuster corporate agency in my home province. How do I apply for a corporate agency licence in Ontario?

Non-residents can apply for a corporate/partnership agency licence in Ontario.

To do so, an application must be completed (please follow the steps for a new corporate agency licence). An Ontario licensed individual must be named as designated agent.

This designated agent must hold an Independent Adjuster Licence to qualify as the designate for the adjusting corporate agency.

In addition to the requirements for a corporate agency licence, the non-resident must also ensure the company is registered to do business in Ontario by registering with the Ministry of Government Services.

Designated Adjuster

What is a designated adjuster and is this required in order for me to apply for a corporate adjuster licence?

The designated adjuster is the individual responsible on behalf of the adjusting agency. This individual should be licensed in Ontario and hold a full Independent Adjuster's licence.

Renewal

How do I renew my corporate adjuster application?

Corporate/Partnership agencies are to submit their application by paper.

The application form is available on the FSCO website:

<http://www.fsco.gov.on.ca/en/insurance/forms/Documents/1149E.1.pdf>

Please mail the application along with the required payment and supporting documentation (master business licence if applicable) to:

Licensing Compliance Unit
Financial Services Commission of Ontario
5160 Yonge Street
BOX 85, 4th Floor
Toronto ON M2N 6L9

Terminations/Surrender

I no longer require my corporate agency licence. How do I surrender the licence?

If you wish to surrender your corporate agency licence, please send in a request to terminate the licence. The request must be signed by an officer/director of the agency.