

South Carolina Department of Insurance

Capitol Center
1201 Main Street, Suite 1000
Columbia, South Carolina 29201


MARK SANFORD
Governor

SCOTT H. RICHARDSON
Director of Insurance

Mailing Address:
P.O. Box 100105, Columbia, S.C. 29202-3105
Telephone: (803) 737-6160

BULLETIN NUMBER 2009-05

TO: All Licensed Appraisers, Agencies, Adjusters, Bail Bondsmen, Producers, Public Adjusters, Runners, and Brokers

FROM: Scott H. Richardson, CPCU 
Director

SUBJECT: Change of Address Notification Requirement – Mandatory Online Process

DATE: May 18, 2009

I. PURPOSE

South Carolina law requires all licensees to notify the Department of any change in address within thirty (30) days. Failure to notify the Department within the 30-day statutory timeframe constitutes a violation of the South Carolina insurance laws. The purpose of this Bulletin is to remind all licensed appraisers, agencies, adjusters, bail bondsmen, producers, public adjusters, runners, and brokers of their statutory responsibility to make certain their mailing, home and/or business address records with the South Carolina Department of Insurance are up-to-date. Having inaccurate address and other contact information on file with the Department may result in licensees not receiving important notices and other communications. Licensees may be subject to administrative disciplinary action for not timely notifying the Department of an address change. More importantly, licensees may miss important response deadlines which could result in the suspension or revocation of the person's authority to transact insurance business in this State. Accordingly, the Department is requesting all licensees to check and verify the address information in the Department's online information system and to make any changes necessary to bring address records up-to-date.

In accordance with S.C. Code Ann. Section 38-2-10, individuals could be subject to administrative penalties up to \$2,500 for each violation of South Carolina insurance laws. Effective July 1, 2009, the Department will no longer accept paper requests for address changes. All notices must be submitted to the Department via the Internet.

Bulletins are the method by which the Director of Insurance formally communicates with persons and entities regulated by the Department. Bulletins are departmental interpretations of South Carolina insurance laws and regulations and provide guidance on the Department's enforcement approach. Bulletins do not provide legal advice. Readers should consult applicable statutes and regulations or contact an attorney for legal advice or for additional information on the impact of that legislation on their specific situation.

II. PROCEDURES FOR MAKING AN ADDRESS CHANGE

A. Producers, Adjusters, Public Adjusters, Brokers and Appraisers:

Go to the following website <https://www.nipr.com/ACR/SignIn>. After filling in the following required information, just follow the on-screen instructions:

- (1) Your Home/Resident State
- (2) Your Resident State License Number
- (3) Your Last Name

ADJUSTERS, PUBLIC ADJUSTERS AND APPRAISERS NOT LICENSED IN THEIR HOME STATE WILL NEED TO USE THE DEPARTMENT'S WEBSITE TO COMPLETE AN ADDRESS UPDATE. PLEASE FOLLOW THE INSTRUCTIONS IN SECTION B.

B. Bail Bondsmen, Runners and Agencies:

(1) Go to the top of the Department's home page www.doi.sc.gov, and click on **SCDOI Connect Login**.

(2) When the screen changes, look to the top right-hand side of the page across from the User Id and Password boxes and you will be asked to create an account.

(a) If you already have a user id and password, log in and proceed to update your records.

(b) If you have already created a user id and password, and do not remember them, please e-mail irmmail@doi.sc.gov and you will be e-mailed your information.

(c) If you do not have a user id and password, click the **Create an Account** highlighted area. There is no cost to create an account. You will be asked to type in your Social Security Number and Date of Birth.

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(d) Once all questions have been answered, click **NEXT**, and the screen will advance for you to select a password and user id number known only to you. Once this information is entered and saved, your information will be displayed on the screen. Changes can then be made to update your records. **Please protect your user id and password information.**

Questions regarding appraiser, agency, adjuster, producer, public adjuster and broker address change requirements should be submitted in writing to the Agent mail box at agntmail@doi.sc.gov. Questions regarding bail bondsmen and runner address requirements should be submitted in writing to Special Licensing Services at wseawright@doi.sc.gov.

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