

TITLE 13 INSURANCE
CHAPTER 4 LICENSING OF INSURANCE PROFESSIONALS
PART 7 CONTINUING EDUCATION REQUIREMENTS

13.4.7.1 ISSUING AGENCY: Office of Superintendent of Insurance (OSI)
[13.4.7.1 NMAC - Rp, 13.4.7.1 NMAC, 04/01/2025]

13.4.7.2 SCOPE:

A. This rule applies to all licensed adjusters, insurance producers, limited surety agents, bail bond solicitors, property bondsmen, and nonresident insurance producers unless exempted by Subsection B of this section.

B. The continuing education requirements of this rule shall not apply to:

- (1)** holders of limited licenses issued pursuant to Section 59A-12-18 NMSA 1978;
- (2)** licensees who have been continuously licensed by the superintendent for 25 years or more, without a lapse of more than 90 days;
- (3)** persons who maintain a license solely for the purpose of receiving renewal fee residuals and who do not otherwise transact the business of insurance;
- (4)** agents of fraternal benefit societies licensed pursuant to Section 59A-44-33 NMSA 1978;

or

- (5)** nonresident insurance licensees who are licensed in another state or country that requires completion of continuing education courses.

[13.4.7.2 NMAC - Rp, 13.4.7.2 NMAC, 04/01/2025]

13.4.7.3 STATUTORY AUTHORITY: Sections 59A-2-9, 59A-6-1, 59A-11-10, 59A-11-23, 59A-12-16, 59A-12-26, 59A-13-12, 59A-44-33, 59A-51-4.1 NMSA 1978.

[13.4.7.3 NMAC - Rp, 13.4.7.3 NMAC, 04/01/2025]

13.4.7.4 DURATION: Permanent.

[13.4.7.4 NMAC - Rp, 13.4.7.4 NMAC, 04/01/2025]

13.4.7.5 EFFECTIVE DATE: April 1, 2025, unless a later date is cited at the end of a section.

[13.4.7.5 NMAC - Rp, 13.4.7.5 NMAC, 04/01/2025]

13.4.7.6 OBJECTIVE: The purpose of this rule is to set forth continuing education requirements for persons who are licensed by the superintendent to transact business in this state and for continuing education providers.

[13.4.7.6 NMAC - Rp, 13.4.7.6 NMAC, 04/01/2025]

13.4.7.7 DEFINITIONS: As used in this rule:

A. “**adjuster**” means a resident or non-resident public adjuster, staff adjuster or independent adjuster as defined in Section 59A-13-2 NMSA 1978;

B. “**approved course**” means a course of instruction approved by the coordinator as satisfying the continuing education requirements of this rule or that has been previously approved by another state with which New Mexico has reciprocal privileges and that has been submitted by the provider and approved by the coordinator;

C. “**bail bondsman**” has the same definition as in Subsection A of Section 59A-51-2 NMSA 1978;

D. “**biennially**” means every two years or during the 24 months next preceding expiration of the current license;

E. “**business day**” means Monday through Friday, excluding holidays observed by the state.

F. “**classroom course**” means a course of instruction approved by the coordinator as satisfying the continuing education requirements of this rule or that has been previously approved by another state with which New Mexico has reciprocal privileges and that has been submitted by the provider and approved by the coordinator.

G. “**classroom equivalent course**” means a type of classroom study that is instructor-led, delivered using the internet to remote attendees, with a specific start time and end time, in which students enroll before gaining

access to the instructor, information, and course activities. Student attendance is monitored and validated based on personally identifiable information (e.g., username, password, email) and student participation in interactive exercises is required.

H. “compliance period” means the time period between the issue date or last renewal date of the license to the expiration date of the license for purposes of satisfying the continuation requirements;

I. “continuing education coordinator” or **“coordinator”** means an independent entity approved by the superintendent that receives and reviews continuing education compliance courses, instructors, providers, applications, and renewal applications. The official title of the coordinator for use in formal documents shall be “the New Mexico Insurance Continuing Education Coordinator”;

J. “credit hour” means 50 minutes of actual instruction or self-study time in an approved course;

K. “ethics course” means a course that deals with usage and customs among members of the insurance profession, involving moral and professional conduct and fiduciary obligations and duties toward one another, toward clients, toward insureds, and toward insurers and of responsible insurance agency management;

L. “insurance producer” means a person required to be licensed under the laws of the state of New Mexico to sell, solicit or negotiate insurance;

M. “licensee” means an adjuster, insurance producer, limited surety agent, bail bond solicitor, property bondsman or nonresident insurance producer within the scope of this rule;

N. “limited surety agent” has the same definition as in Subsection C of Section 59A-51-2 NMSA 1978;

O. “non-contact” means self-study;

P. “nonresident licensee” means a person licensed in this state pursuant to Section 59A-11-23 NMSA 1978;

Q. “property bondsman” has the same definition as in Subsection D of Section 59A-51-2 NMSA 1978;

R. “provider” means a person who is authorized by the superintendent to provide approved continuing education courses for licensees and report licensee attendance for credit toward continuing education requirements;

S. “qualified instructor” means, for purposes of this rule, a person who has demonstrated competency in the subject matter of an approved course through one of the following means:

(1) a college degree from an accredited institution of higher learning with a major in insurance; or

(2) a professional designation of CLU or CPCU or similar designation from an industry association; or

(3) three or more years of practical experience in the subject matter being taught or monitored; and

(4) a qualified instructor shall not have been subject to any order of revocation, suspension, or other formal disciplinary action in any state;

T. “roster” is an official list of licensees who have successfully completed an offering of an approved course;

U. “self-study” means course activities or information delivered outside of real time (recorded or otherwise similarly accessible) and available at any time, such as but not limited to correspondence, online training, video, audio, compact disk (CD) or digital versatile disk (DVD). Student attendance is verified based on identity (e.g., username, password, email, signature) and successful completion of knowledge assessments or an examination;

V. “seminar” means a type of classroom study that is instructor-led, delivered in person or using the internet to remote attendees, with a specific start time and end time, in which students enroll before gaining access to the instructor, information, and course activities. Student attendance is monitored and validated based on personally identifiable information (e.g., username, password, email) and student participation in interactive exercises is required;

W. “solicitor” has the same definition as in Subsection E of Section 59A-51-2 NMSA 1978;

X. “staff” means any OSI employee or a contractor approved by the superintendent of insurance; and

Y. “superintendent” means the superintendent of insurance, the office of superintendent of insurance or employees of the office of superintendent of insurance acting within the scope of the superintendent’s official duties and with the superintendent’s authorization.

[13.4.7.7 NMAC - Rp, 13.4.7.7 NMAC, 04/01/2025]

13.4.7.8 INSURANCE CONTINUING EDUCATION COORDINATOR:

A. The superintendent will appoint an insurance continuing education coordinator to approve individual courses of instruction for continuing education credit, notify the superintendent of approved courses as they are approved, make recommendations regarding continuing education courses and perform other tasks as assigned by the superintendent.

B. The continuing education coordinator shall not approve any continuing education course that does not provide a method by which a provider can confirm that a licensee has completed the course.

C. Coordinator requirements for continuing education review:

(1) Course application: the coordinator shall review each course application to determine whether the course meets the established requirements and to determine the number of credit hours for each education topic that a licensee may earn by completing the course;

(2) the coordinator shall employ or contract with, and shall train and supervise, individuals who have the requisite knowledge, skills, and abilities to competently review, evaluate, and render sound decisions on, and otherwise process applications for course approval;

(3) the coordinator shall possess and develop sufficient knowledge in each education topic prescribed by the OSI;

(4) education topics include ethics, flood insurance, long-term care partnership, and general (other insurance education meeting continuing education standards);

(5) the coordinator shall develop, implement, and ensure adherence to, policies and procedures for evaluating applications for course approval. The coordinator may include as part of the policies and procedures a method for conducting an expedited review of an application. A coordinator that is a contractor to OSI and that intends to charge a different price to process a course application expeditiously shall include that price on the price sheet in response to an OSI solicitation;

(6) the coordinator shall review courses delivered through classroom instruction, instruction by audio media, instruction by video media, instruction from printed materials, computer-based instruction, webinars, and courses to be delivered via other course-delivery methods;

(7) the coordinator shall facilitate multi-state approval of a course, including accepting and reviewing applications submitted on systems and forms developed by the coordinator or on systems and forms developed by the NAIC, affiliates of the NAIC and business partners of the NAIC;

(8) the coordinator shall be required to ensure that the content of course instruction meets continuing education standards, to ensure that the instruction is presenting correct and current material, and to assign the correct number of credit hours to each education topic; and

(9) the coordinator shall render appropriate decisions concerning each course application within a thirty-day time period or shall notify the OSI in writing (email is acceptable) that the course review was not completed within the thirty-day period, explaining why the timeframe was not met.

D. If a course application is approved, the coordinator shall:

(1) Notify the approved provider that the course was approved including the approved course number and course title assigned to the course, the number of credit hours assigned to each education topic and the total credit hours assigned to the course; and

(2) provide the approved provider an efficient means to issue a certificate of compliance to each licensee who completes the course, including instruction to the approved provider on how to properly complete a certificate of compliance.

E. If a course application is incomplete, the coordinator shall send a notice of deficiency to the approved provider and shall require the approved provider to respond to all deficiencies within 30 calendar days. The coordinator's 30-day time frame shall be suspended from the date the coordinator sends the notice of deficiency to the date the coordinator receives a response from the approved provider.

F. Before disapproving a complete course application that does not meet the continuing education standards, the coordinator shall give the approved provider an opportunity to eliminate the problem or barrier preventing the course from being approved as an approved course.

G. If a course application is disapproved, the coordinator shall provide the reason for the denial to the approved provider, and shall inform the approved provider about their appeal rights.

H. The coordinator shall develop, maintain and administer policies and procedures for handling appeals of course application denials, and the coordinator shall testify to, and support, in any appeal proceeding, decisions made by the coordinator.

I. If the OSI establishes another education topic that the coordinator shall consider when evaluating course applications, the coordinator shall, at no charge, facilitate and consider an approved provider's request to

reallocate the credit hours awarded to an approved course to newly established types or categories of education.

J. The coordinator shall develop, maintain and administer policies and procedures for the retention of, disposition of, and public accessibility to, course applications, application decisions and associated correspondence. All documents shall be retained by the coordinator for ten years after the date of receipt.
[13.4.7.8 NMAC - Rp, 13.4.7.8 NMAC, 04/01/2025]

13.4.7.9 REQUIREMENTS FOR LICENSEES:

A. Hours required biennially.

(1) All licensees shall complete a minimum of three hours of credits in ethics during each compliance period. Ethics credit hours may be included toward the total credit hour requirement for each license type.

(2) Title insurance licensees shall complete ten credit hours of approved courses covering title insurance. At least three credit hours shall specifically cover the proper handling of escrow funds. These three hours can also be used to satisfy the requirement for three credit hours in ethics.

(3) Limited surety agents, property bondsmen, solicitors and bail bond solicitors shall complete 14 hours of approved courses covering the Bail Bondsmen Licensing Law, Sections 59A-51-1 et seq. NMSA 1978 and related regulations during each two-year compliance period.

(4) All other licensees shall complete 24 credit hours of approved courses covering some or all of the kinds of insurance for which they are licensed during each compliance period. Licensees who transact insurance under multiple lines of authority are only required to satisfy a single 24 hour continuing education requirement for each compliance period.

(5) Adjusters who are licensed prior to July 1, 2017 shall satisfy continuing education credits prior to renewal of licenses beginning with the first biennial renewal cycle occurring after April 30, 2018.

(6) Non-resident licensees are not required to complete New Mexico's continuing education requirements if the home state requires continuing education and the licensee has complied with the continuing education requirements of the home state, pursuant to the provisions of Section 59A-11-23 NMSA 1978.

B. No carryover. No licensee may carry over credit hours earned in a compliance period to the next compliance period.

C. No duplicate credit. No additional credit will be granted to a licensee for completion of the same approved course more than once in any compliance period.

D. Course completion date. Course credits are applied to licensing requirements based on the date that the course is taken, rather than on the date that the course credit is reported by the provider.

E. Course approval. Licensees shall receive course credit only for courses that have been approved by the coordinator prior to enrollment in the course.

F. Extensions. Licensees who meet the criteria of illness, medical disability, military deployment or circumstances beyond the control of the licensee may apply for an extension of time to complete their continuing education requirement or a waiver, in whole or in part, of the continuing education requirement.

(1) The superintendent shall establish the duration of the extension when it is granted.

(2) If the circumstances supporting the extension continue beyond the granted extension period, the licensee may reapply for an extension.

(3) The licensee shall request the extension prior to the end of the compliance period for which it applies, using the form available on the OSI website.

(4) Licensees called to active military service in a combat theater, may apply for an exemption from or an extension of time for meeting the continuing education requirements or extending their license renewal. The licensee shall request the extension or waiver prior to the end of the compliance period, using the form available on the OSI website.

G. Reinstating a discontinued license. A licensee whose license is discontinued shall complete all required continuing education credits before submitting an application for reinstatement.

[13.4.7.9 NMAC - Rp, 13.4.7.9 NMAC, 04/01/2025]

13.4.7.10 COURSE CONTENT:

A. Course length. Individual courses shall be a minimum of one credit hour in length.

B. Ethics. A single continuing education course may include both ethics and other insurance topics meeting the requirements of Subsection C of this section.

C. Insurance subjects.

(1) General instruction time shall be designed to refresh the licensee's understanding of basic

insurance principles and coverages, applicable laws and regulations, and recent and prospective changes to them.

(2) Required hours for specialized training requirements shall be completed prior to transacting the type of insurance and may also be counted toward the 24-credit-hour general producer licensee requirement.

(a) Producers desiring to transact business relating to stop loss insurance shall complete at least eight credit hours relating specifically to stop loss insurance.

(b) Adjusters and producers desiring to transact business relating to flood insurance shall complete at least four credit hours relating specifically to flood insurance within one year of the effective date of this rule.

(c) Producers shall not transact business relating to long term care until they have completed at least eight hours of continuing education relating specifically to long term care, and shall complete at least four hours of continuing education relating specifically to long term care during each compliance period thereafter. The course shall include topics relating to long term care partnership for producers who wish to transact long term care partnership business. Producers who transact long term care insurance as of the effective date of this rule shall have one year following the effective date of this rule to complete the eight-hour initial course requirement.

(3) Required training shall not focus specifically on training that is insurer- or company-product specific and may not include sales or marketing information.

D. Approved learning formats.

(1) A course may utilize classroom instruction, lectures, seminars, panel discussions, question-and-answer periods, correspondence courses, online web-based courses and recorded presentations, as long as the provider can ensure that a licensee has completed the course.

(2) A minimum of three hours of continuing education course hours for each compliance period shall be earned through participation in a formal classroom or in another learning format that permits the student to interact with a live instructor. Licensees are responsible for tracking this requirement and are subject to audit by the superintendent.

E. Self-study course requirements. A self-study course shall include:

- (1) clearly defined objectives and course completion criteria;
- (2) material that is current, relevant, accurate, and that includes valid reference materials, graphics, and interactivity;
- (3) specific instructions to register, navigate, and complete the course work;
- (4) at least enough questions to fashion a minimum of two versions with at least fifty percent of the questions being new or different in each subsequent version; and
- (5) process for:
 - (a) authenticating student identity such as passwords and security prompts;
 - (b) measuring the student's success in completing a course that includes the material, exam, and any proctor requirements; and
 - (c) requesting and receiving the continuing education course completion certificate and reporting student results; and
- (6) instructors or subject matter experts shall be available to answer student questions during provider business hours. A technical support or provider representative should be available during business hours, and responses to student questions should be provided within twenty-four hours of initial contact.

F. Control of access to self-study course material and examinations. A student shall enroll for the course before having any access to course material. The course provider shall prevent all students from:

- (1) having any access to the course examination before the student has reviewed all course materials;
- (2) downloading any course examination; and
- (3) printing or viewing the examination prior to reviewing all course materials.

G. Self-study course review questions. The course provider shall provide review questions at the end of each unit and chapter and shall prevent access to the final examination until each set of review questions is answered at a seventy percent success rate. The course provider shall provide final examination questions that do not duplicate unit or chapter review questions.

H. Self-study final examination criteria. The course provider shall provide a minimum of ten questions for each one-credit hour course and five additional questions for each subsequent credit hour. The student shall achieve a score of seventy percent or greater to pass the examination.

[13.4.7.10 NMAC - Rp, 13.4.7.10 NMAC, 04/01/2025]

13.4.7.11 PROVIDER AND COURSE REQUIREMENTS:

A. Provider qualifications. Prior to submitting proposed courses to the coordinator for approval, the provider shall submit the following information and be approved as a provider:

- (1) the name and contact information for the provider's primary contact person;
- (2) the provider's physical and mailing address;
- (3) the provider's website address;
- (4) a link that will be provided for licensees to review course dates, location, and content;
- (5) procedures that will be used to process online enrollment in courses, including payment via credit card; and
- (6) experience and qualifications of the course instructors.

B. Course content. To obtain approval of a course, a provider shall ensure that:

- (1) the curriculum offered relates to insurance subjects, or subjects which relate to the individual licensee's transaction of insurance business;
- (2) the course has significant intellectual or practical content and that its primary objective is to increase the participant's professional competence as a licensee; and
- (3) pursuant to Subsection B of Section 59A-12-26 NMSA 1978, instruction shall be designed to refresh the licensee's understanding of:
 - (a) basic principles and coverages involved,
 - (b) applicable insurance laws and regulations,
 - (c) proper conduct of the licensee's business,
 - (d) duties and responsibilities of the licensee, and
 - (e) to address recent and prospective changes.

C. Course approval.

(1) The provider's course application to the coordinator shall include, at a minimum, the following information:

- (a) a statement identifying the knowledge, skills, or abilities the licensee is expected to obtain through completion of the course;
- (b) a detailed course content outline showing the approximate times for major topics;
- (c) a detailed description of the course materials, including a course content word count, that demonstrates that the course supports the number of credit hours requested;
- (d) the method of evaluation by which the provider measures how effectively the course meets its objectives and provides for student input;
- (e) the total number of course hours requested for approval, including the method the applicant is using to determine the number of course hours and the number of hours included in the total number of course hours requested for approval that are ethics topics;
- (f) the course application fee as specified in Section 59A-6-1 NMSA 1978; and
- (g) for applicants determining self-study course hours by using the average of approved times in other states, a list of all course approved times and the states in which the course is approved;

(2) **Prior approval.** A provider shall submit each course for review and receive approval of the course prior to making that course available for enrollment by licensees. If the coordinator determines that the course content is incomplete or inadequate, the provider will be notified and required to supplement or modify the course before receiving approval.

(3) **Renewals.** The original course application fee covers the period until the initial expiration of the course. Courses shall be resubmitted for renewal, along with the renewal fee specified in Section 59A-6-1 NMSA 1978. Courses will not automatically be re-approved by the coordinator.

(4) **Electronic course submission.** Beginning July 1, 2017 any provider wishing to have a course approved by the coordinator, shall submit each course for approval electronically. Instructions for electronic submission of courses may be found on the OSI website. Providers should allow up to 60 days for the coordinator to approve a new course.

(5) **Course expiration.** All continuing education courses already approved by the coordinator at the time of the adoption of the final version of this regulation by the superintendent, will expire on April 1, 2025. All courses approved by the coordinator thereafter will expire two years after the date the course is approved.

(6) **Voluntary cancellation.** Providers shall notify the superintendent when a course is discontinued or no longer active and when there is a change to the provider's information of record.

(7) **Non-voluntary course cancellation.** Approved courses shall be cancelled and the content

updated, as necessary, to reflect changes in the law or regulations. Failure of the provider to update courses in a timely manner may result in cancellation of the course by the superintendent.

D. Statement of approved courses. Providers of approved courses shall include the following written statement in the course materials for each approved course: “This course has been approved by the New Mexico Insurance Continuing Education Coordinator as New Mexico Insurance Continuing Education Course Number (insert number) for (insert number) hours of credit.”

E. Instructors. A provider of an approved course shall ensure that instructors for all courses are qualified by practical or academic experience to teach the subject to be covered. No instructor shall present a course without prior approval by the OSI coordinator. An instructor shall submit a request for approval through an online application prescribed by the superintendent. With the submission of each instructor application, the provider must include a list of courses the applicant will be instructing. This list may be updated by the provider contact using the method prescribed by the OSI.

F. Enrollment. Providers shall make available a current list of scheduled courses including course content, applicable credits, course dates, instructor information and course location as appropriate. Providers shall collect course fees at the time of registration.

G. Minimum classroom requirements.

(1) Courses shall comply with the approved learning formats listed in Subsection D of 13.4.7.10 NMAC.

(2) A disinterested third party attendant, an instructor, or a disinterested third party using visual observation technology shall visually monitor attendance either inside or at all exits of the course presentation area at all times during the course presentation.

(3) An instructor shall be involved in each classroom presentation of the course, but in circumstances involving remote presentations, all students and the instructor do not need to be in the same location. Students may attend remotely via the internet or other real-time format. While presenting recorded or text materials, the instructor making the live course presentation does not have to be the same instructor included on the recorded presentation or who prepared the text materials.

(4) Question and answer discussion periods shall be provided by either an instructor making a live presentation of the course to licensees in the same room, or via real-time live audio or audio-visual connection which shall allow for student inquiries and responses with the presenting instructor, or by an instructor who is present for the entire remote, recorded, or computer-based course presentation with the students in the same room.

(5) The course pace shall be set by the instructor and does not allow for independent completion of the course by students.

(6) Providers may not include time spent by students on the final examination and pre-tests in determining course credit hours.

H. Course completion. A provider shall ensure that each licensee completes the course by either:

(1) monitoring the course to witness attendance and participation; or
(2) requiring submission of a test or other written work evidencing understanding of the course material.

I. Reciprocal courses. In order for a licensee to receive credit for a reciprocal course, the reciprocal course shall be approved in the provider’s home state and have been submitted by the provider in its entirety to the coordinator for prior approval. The coordinator may choose to deny approval of any course hours that are related to the home state’s laws or regulations or may deny any material, based on the NAIC’s guidance.

J. Submission of roster. Within 10 business days after the completion of the course of instruction by a licensee, the provider shall electronically submit an attendance roster to the superintendent. The provider shall also provide documentation of course completion to each producer that successfully completed the course with 10 business days of completion.

K. Records. A provider shall maintain records of attendance and course completion for a minimum of three years and make such records available to the superintendent or the coordinator at any time upon request.

L. Audits. The OSI staff or the coordinator may conduct audits of any course or provider without prior notice to the provider. OSI staff or a designee may attend courses without identifying themselves as employees or representatives of OSI. If continuing education records are audited or reviewed and the validity or completeness of the records are questioned, the provider shall have 30 days from the date of notice to correct discrepancies or submit new documentation.

[13.4.7.11 NMAC - Rp, 13.4.7.11 NMAC, 04/01/2025]

13.4.7.12 REPORTING REQUIREMENTS:

A. Reporting by providers. Continuing education providers are required to report completion of continuing education courses to the superintendent. However, it is the responsibility of the individual resident licensee to ensure that the superintendent's records reflect the completion of the required number of continuing education courses on or before the continuing education due date. The licensee shall correct any discrepancies in the record through the continuing education provider.

B. Transition and reporting after July 1, 2017:

(1) All continuing education courses shall be completed and reported prior to renewal of the license. Licensees who fail to complete the required continuing education courses will not be permitted to renew the license, which will result in immediate termination of the license, pursuant to Section 59A-11-10 NMSA 1978.

(2) For individual licensees who were issued or who renewed a one-year agent, broker, or solicitor license prior to July 1, 2017, the license shall be renewed for a biennial insurance producer or bail bondsmen's license by April 30, 2018. Prior to that renewal, the individual licensee shall have completed 15 hours of continuing education courses, including at least one hour in ethics, as was required at the time the license was issued or renewed.

(3) For all biennial licenses issued after July 1, 2017, the licensee shall renew on the last day of the second birth month following issue of the license, such that the initial compliance period shall be no less than 13 months and no more than 24 months in length. Prior to renewal, licensees shall complete the required number of continuing education courses, as set forth in Subsection A of 13.4.7.9 NMAC. The compliance period for completion of continuing education courses is the period between issue of the license and renewal on or before the last day of the licensee's second birth month following issue.

(4) Thereafter, insurance producer licenses shall be renewed biennially on or before the last day of the licensee's birth month. Required continuing education courses shall be completed and reported during the compliance period, which is the twenty-four-month period immediately preceding renewal of the license. In order to allow time for the provider to report course attendance prior to expiration of the license, students should plan accordingly in order to avoid payment of penalties.

C. Fees. A licensee shall submit all continuing education fees prescribed by Subsection E of Section 59A-12-26 NMSA 1978 to the provider. The provider will then submit the hourly course fee electronically to the superintendent on behalf of the licensee. Registration fees are nonrefundable for licensees who fail to attend or fail to successfully complete a course. Instructions for electronic submittal of fees may be found on each provider's website and on the OSI website.

D. Records.

(1) The licensee is responsible for confirming that all continuing education credits have been correctly recorded by the provider. The licensee may print a copy of the entire educational transcript for reference purposes. Instructions for reviewing and printing the transcript may be found on the OSI website.

(2) It is recommended that all licensees maintain copies of certificates of completion of approved courses and verified statements for a period of three years.

(3) Individual continuing education credit information can be reviewed by the licensee, by the public or by the superintendent. Instructions for viewing continuing education information may be found on the OSI website.

(4) The superintendent shall be notified electronically of any noncompliance with the continuing education requirements by licensees.

[13.4.7.12 NMAC - Rp, 13.4.7.12 NMAC, 04/01/2025]

13.4.7.13 AUDITING PROCEDURES:

A. All continuing education records submitted or maintained pursuant to this rule are subject to audit by the superintendent.

B. If the superintendent finds a licensee or provider has failed to timely report continuing education credits through the online system, the superintendent may impose a penalty.

C. A provider who fails to submit the roster to the superintendent within 10 business days may be subject to removal from the list of approved continuing education providers in the state. Instructions for submitting the roster shall be provided to approved course providers.

[13.4.7.13 NMAC - Rp, 13.4.7.14 NMAC, 04/01/2025]

HISTORY OF 13.4.7 NMAC:

Pre-NMAC history. The material in this rule was previously filed with the State Records Center as: SCC 85-2, In Re to Article II: Rules Regarding Continuing Education Requirements, on April 17, 1985; SCC-85-11, Insurance Department Regulation 12 - Insurance Agents, Brokers and Solicitors, on October 10, 1985;

SCC-91-3-IN, Continuing Education Requirements of Insurance Agents, Brokers, and Solicitors, on January 31, 1992.

NMAC history.

Recompiled as 13 NMAC 4.7, Continuing Education Requirements, effective 7/1/1997.

13.4.7 NMAC, Continuing Education Requirements, effective 5/1/2002.

13.4.7 NMAC, Continuing Education Requirements, effective 5/1/2002 was Repealed and Replaced by 13.4.7 NMAC, effective 2/27/2018.

History of repealed material.

13 NMAC 4.7, Continuing Education Requirements, Repealed 5/1/2002

13.4.7 NMAC Continuing Education Requirements, filed 5/1/2002 – Repealed effective 2/27/2018.

Other history of 13.4.7 NMAC:

13.4.7 NMAC – Continuing Education Requirements, filed 2/27/2018 was repealed and replaced by 13.4.7 NMAC - Continuing Education Requirements, effective 04/01/2025.