

USER GUIDE

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INTRODUCTION

SCOPE AND PURPOSE

Contact Change Request (CCR) application allows industry to submit licensee contact information changes (addresses, emails, and phones/fax) to state Departments of Insurance. It is a replacement of Address Change Request (ACR) application. The goal is to:

- Add support for licensee phone and email information changes
- Allow licensees that do not have resident licenses to submit changes to contact information
- Improve the user experience of the online application
- Improve the quality of the contact information for the states

This user guide will provide steps to add or change contact information for licensing states.

SYSTEM REQUIREMENTS

The following operating systems and browsers are supported:

PC (Windows XP/Vista/7/8)

- Current version of *Chrome*
- Current version of *Firefox*
- *Internet Explorer* 9 or higher

Mac (OS X Tiger / Leopard / Snow Leopard)

- Current version of *Chrome*
- Current version of *Firefox*
- *Safari* 5.1 or higher

Regardless of browser, please make sure the following **browser settings** are correct:

- *Javascript* must be enabled
- *Cookies* must be enabled
- *Popup* blockers must be disabled

Note: CCR application will not operate on IOS or Android. Touch screen functions are not available.

TERMS AND ABBREVIATIONS:

<i>Address Change Request (ACR)</i>	Legacy version for individuals in which only physical addresses can be updated and which requires a resident license to use.
<i>Contact Change Request (CCR)</i>	Replacement for Address Change Request (ACR) for individuals which will include physical addresses, emails and phone/fax information. CCR does not include business information at this time
<i>Date of Birth</i>	Licensee's date of birth.
<i>Last Name</i>	Last name of licensee. Last name must match what is on PDB.
<i>License Number</i>	License number for a specific state on PDB.
<i>License State</i>	State which issued the license.
<i>National Producer Number (NPN)</i>	A unique numeric value assigned by NIPR to the licensee.
<i>Producer Database (PDB)</i>	The Producer Database (PDB) is a central repository of producer licensing information updated on a timely basis by state insurance departments.
<i>Social Security Number (SSN)</i>	Unique number assigned by the United States government.
<i>Transaction</i>	For the purpose of this document, 'transaction' represents data changes that will be sent to a specific state.

PROCESS OVERVIEW

The CCR application displays the data from the Producer Database (PDB) for the user to view and update. When changes are made, it generates a transaction for each state where one or more contact changes are requested. Transactions are sent to the states that have contact changes and each state will choose what information they update on their system. The state will send a copy of their updated data to the Producer Database (PDB). Changes may take up to a week to reflect on the PDB.

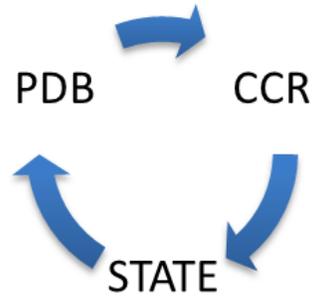


FIGURE 1

CCR WORKFLOW

To access the Contact Change Request Application, go to [Contact Change Request](#) page. You may also find the link on NIPR.COM homepage, in the left menu, under Other Services section.



FIGURE 2

On the Contact Change Request Announcements page, click the  button on the top-left, to go to the Contact Change Request Sign-In form.

CCR transactions are created through the user interface by following a basic workflow:

1. **Sign-in/Authorization:** Identify licensee on PDB
2. **Edit/Update contacts:** Review or update contact information
 - Contact Change Menu*
 - a. Physical Addresses
 - b. Email Addresses
 - c. Phone/Fax Numbers
3. **Review Contact Changes:** Review all contact changes made in the session
4. **Submitter:** Provide submitter information
5. **Attestation:** Attest to accuracy of information provided
6. **Verification Contact:** Provide Contact information for receipt or transaction issues
7. **Submit Contact Changes:** View a summary of states where changes were made and any state fees
8. **Payment** (if payment is required)
9. **Thank you:**
 - a. Print Receipt – last chance to view, download, or print receipt for your records
 - b. Review Contact Changes – view/save/print the details page identifying all changes made in the session
 - c. Return to Sign-In – returns to Sign-In screen to process a new change request with a different licensee.

STEP 1: SIGN-IN

Enter information on this screen to verify that the licensee has a license reported to the PDB. If a license is found, the user can sign in to Contact Change Request (CCR) Application.

1. Sign-In using one of the following options:
 - **License Number** – Enter your License Number and select the License State from the dropdown menu. License may be active or inactive but must be on the Producer Database (PDB)
 - **National Producer Number (NPN)** – Enter your Last Name and the NPN
 - **Social Security Number (SSN)** – Enter your Last Name and SSN

Sign-In

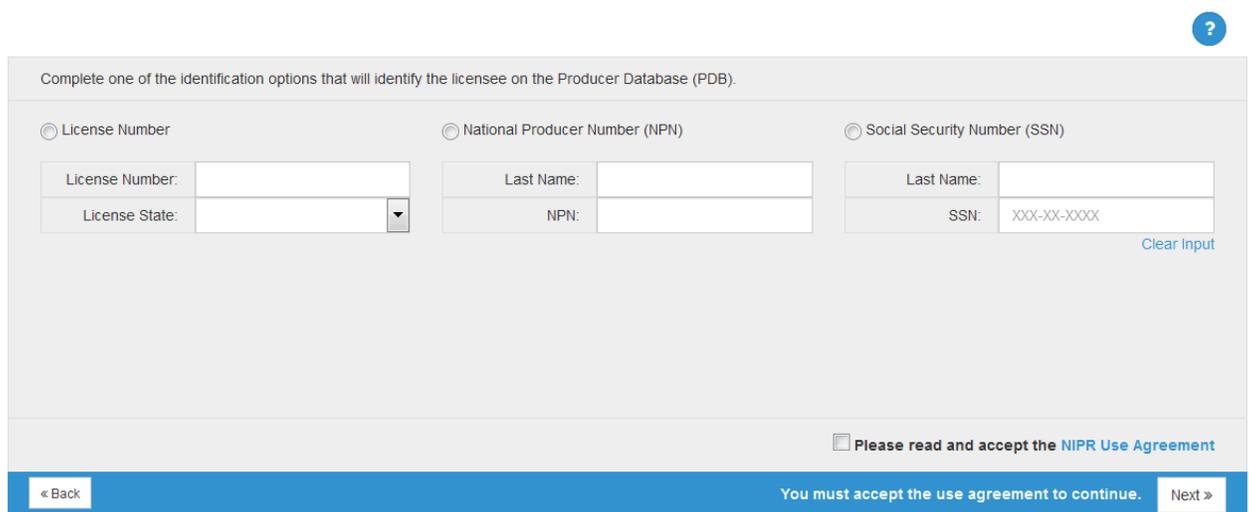


FIGURE 3

Note: If the pointer turns into a red sign  when you try to enter your information into the text field, make sure you have selected the radio button for the section in which you want to enter your information.

2. Read and accept the **NIPR Use Agreement**.
To view the Agreement click on the link [NIPR Use Agreement](#) above the *Next* button and a new window will pop up. When you are done reading, click *Close* button on the pop-up window and check the box to accept the NIPR Use Agreement.
3. Click  button to go to the next screen.

ERROR MESSAGES

! ***“The last name and National Producer Number combination provided was not found. Please verify the information or try another search combination.”***

- *Verify that information entered is correct.*
- *If last name has special characters or spaces it may not be saved in the same format entered. Try another format or use another search combination.*

! ***“The state and license number combination provided was not found. Please verify the information or try another search combination.”***

- *Verify that information entered is correct.*
- *Some states report a different license number to PDB than the one displayed on the license.*

AUTHORIZE

Additional authorization information is required in order to access licensee contact information. Information entered will be validated against the Producer Database (PDB).

Authorization

JOHN MICHAEL SMITH • NPN: 17231027



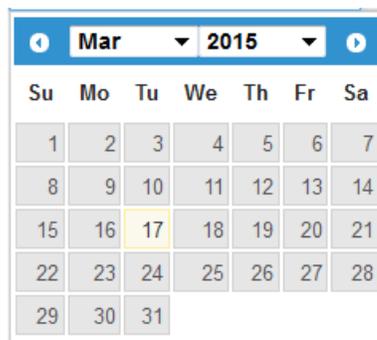
Collecting Authorization Information

Social Security Number:	XXX-XX-3001
Date of Birth:	MM/DD/YYYY

« Back
Next »

FIGURE 4

1. Enter Social Security Number (SSN)
If SSN was entered on Sign-in screen, the last 4 digits will be displayed. If SSN was not entered on sign-in, entry is required.
2. Enter Date of Birth or click the calendar icon to select it from the pop-up



Note: When you select your Date of Birth from the pop-up calendar, please select the Month and Year first, and then select the Day cell.

3. Click Next ».

CCR PAGE FEATURES

Please, review the page layout, features, and information available on all CCR screens.

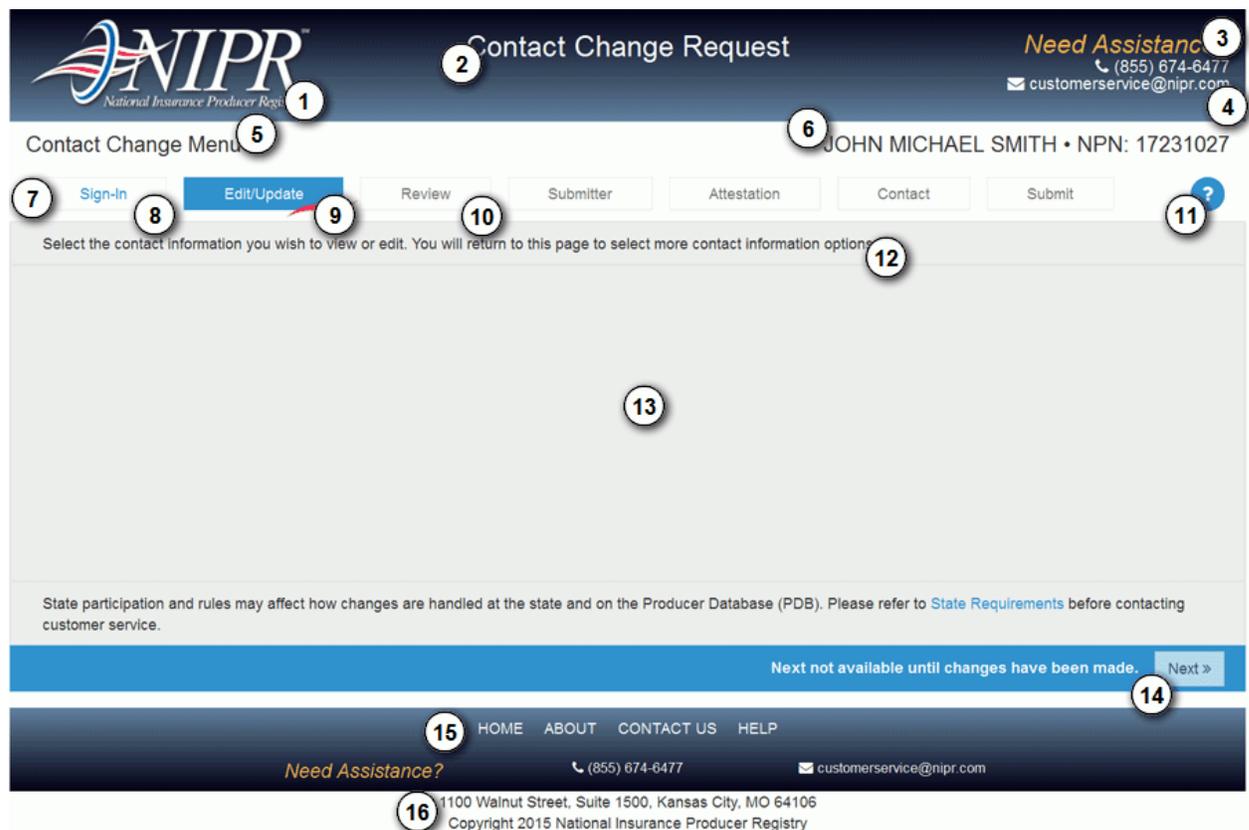


FIGURE 5

Indicator	Definition
1	NIPR logo
2	Application name
3	NIPR Customer Service phone number
4	NIPR Customer Service email
5	Page title (reference the page title when contacting customer service)
6	Licensee name and NPN
7	Progress bar
8	Visited page (blue)
9	Current page (white)
10	Not visited page (grey)
11	Help button. Will display a Help Page for this screen when you click it

12	Text guide on what you can do on this screen
13	Work space
14	Next button. Allows user to continue
15	Footer menu
16	NIPR address and Copyright information

STEP 2: EDIT/UPDATE MENU

The menu screen is where you will choose the type of contact information you wish to view or edit – for those states in which you have a license on the Producer Database (PDB)

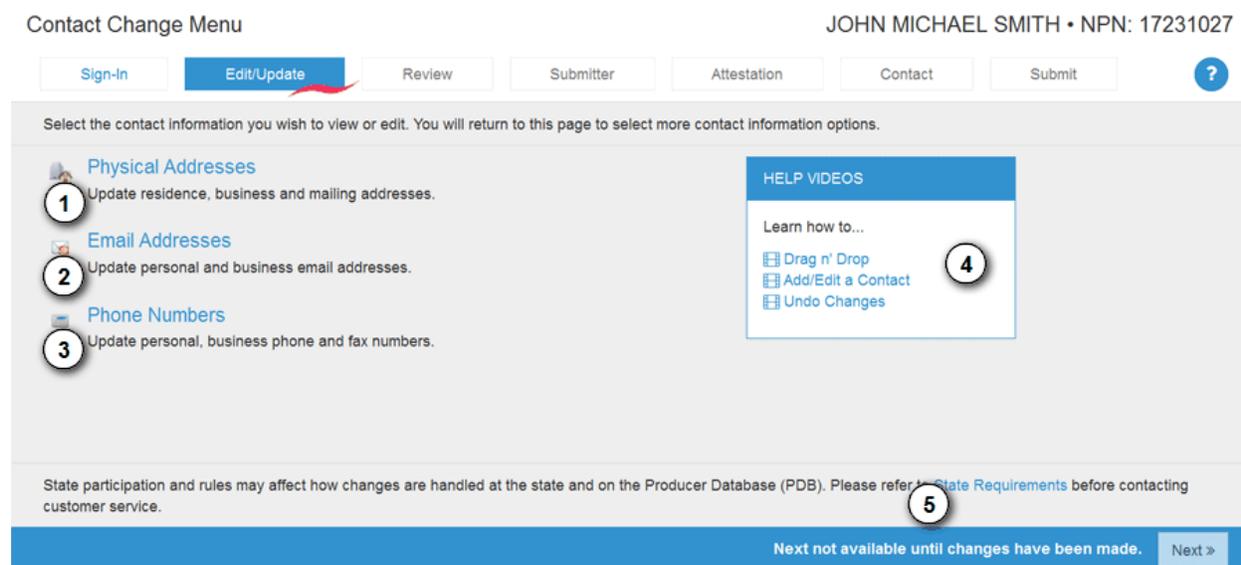


FIGURE 6: CONTACT CHANGE MENU

Indicator	Definition
1	Physical Addresses will go to the screen to view/update your residence, business and mailing addresses.
2	Email Addresses will go to the screen to view/update your personal and business email addresses. States are particularly interested in obtaining email addresses.
3	Phone Numbers will go to the screen to view/update your personal and business phone and fax numbers.
4	Help videos. If you are not familiar with drag n drop, these videos may be useful. Click on the link.
5	Link to State Requirements page. From the State Requirements page you can click on a specific state to see that state's requirements.

Select a contact type – physical, email, or phone.

Note: The *Next* button is disabled until at least one contact change has been made. You will be redirected to this page when you make changes and click *Next* on any of the change screens. Then you can pick another contact type to edit or you may click *Next* to continue and review changes made.

After a change has been made in one of the options the words “Changes Made” will be displayed. This will indicate that the screen has been visited and proposed changes have been made. ***It does not mean that the changes have been submitted.***

 **Email Addresses** Changes Made
Update personal and business email addresses.

FIGURE 7

You will be able to return to the menu at any point prior to *Submit* by clicking on the tab.

[Edit/Update](#)

EDIT/UPDATE CONTACT INFORMATION COMMON FEATURES

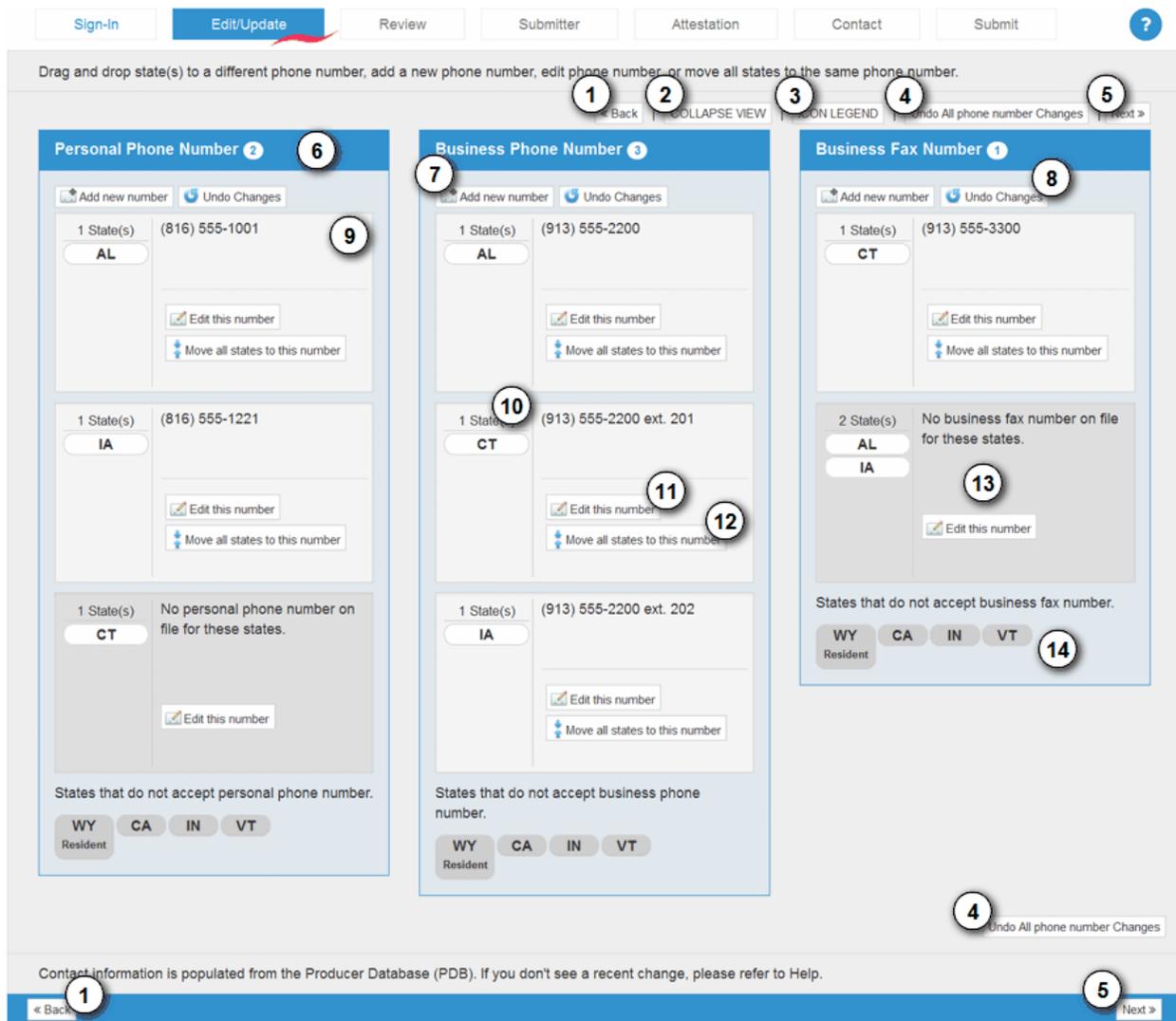


FIGURE 8

Indicator	Definition
1	Back button – goes back to the previous screen. Any changes made on this screen will not be saved (A warning message will be displayed)
2	Collapse – displays limited number of states for a specific contact with a scroll bar. Expand – displays all states for a specific contact
3	Icon legend – displays a window with state icon legend
4	Undo all changes – removes changes made on this screen so that original PDB values display
5	Next – goes to the Menu screen

6	Contact type identifies the type of information in the column and the number of unique contacts
7	Add new contact – displays a form to add a new contact for a contact type
8	Undo changes – will remove all changes in this column, not just the last one
9	Contact – contact information that the states have on file
10	All states with this unique contact and their total number. Only states in which licensee has a license will be displayed
11	Edit contact – displays a form to edit current contact information
12	Move all states in this column to this contact information. Excludes states in the “ <i>States that do not collect this information</i> ” section at the bottom of the column. For physical addresses contact information is standardized/validated and must pass a state’s business rules to be moved.
13	States without a contact on the PDB. These states can be moved to a contact.
14	States that do not collect this type of information at the moment. The state does not maintain this information. On email/phone screens the state may not yet be accepting CCR transactions for emails and phone/fax changes.

Each of the three Edit/Update screens offers similar features.

Contact information displayed is the unique information the states have sent to the Producer Database (PDB). States are shown next to the unique contact information for that state.

Some states may not have contact information and are displayed in the two sections at the bottom of the screen:

- **States without....** States that could collect the contact information but do not have information at this time. Contact information can be added in CCR.
- **States that do not collect....** States that do not collect this contact information in their database. Alternatively, the state may not yet be able to receive the full CCR transactions and are therefore unable to receive email and phone/fax information in CCR.

PHYSICAL ADDRESSES

Addresses displayed are unique addresses associated with the states in which the licensee has a license on the PDB. You can add a new address, edit an address and assign states to an address.

Note: You cannot add, edit, or assign states to **Canadian addresses** through CCR application at the moment.

Physical Addresses JOHN MICHAEL SMITH • NPN: 17231027

[Sign-In](#) | [Edit/Update](#) | [Review](#) | [Submitter](#) | [Attestation](#) | [Contact](#) | [Submit](#) ?

Drag and drop state(s) to a different address, add a new address, edit address, or move all states to the same address.

[« Back](#) | [COLLAPSE VIEW](#) | [ICON LEGEND](#) | [Undo All address Changes](#) | [Next »](#)

Home Address 4	Business Address 4	Mailing Address 3
<p>Add new address Undo Changes</p> <p>2 State(s) 3125 W KING EIDER RD JACKSON, WY 83001-9128</p> <p>WY Resident</p> <p>AL</p> <p>Edit this address</p> <p>Move all states to this address</p>	<p>Add new address Undo Changes</p> <p>1 State(s) 604 S WOLCOTT ST CASPER, WY 82601-3158</p> <p>WY Resident</p> <p>Edit this address</p> <p>Move all states to this address</p>	<p>Add new address Undo Changes</p> <p>4 State(s) 1848 KEARNEY AVE CASPER, WY 82604-3014</p> <p>WY Resident</p> <p>CT</p> <p>IA</p> <p>VT</p> <p>Edit this address</p> <p>Move all states to this address</p>
<p>2 State(s) 3125 WEST KING EIDER ROAD JACKSON, WY 83001</p> <p>CA</p> <p>CT</p> <p>Edit this address</p> <p>Move all states to this address</p>	<p>1 State(s) 604 SOUTH WOLCOTT STREET CASPER, WY 82601</p> <p>AL</p> <p>Edit this address</p> <p>Move all states to this address</p>	<p>1 State(s) 1848 KEARNEY AVE CASPER, WY 82601-3014</p> <p>AL</p> <p>Edit this address</p> <p>Move all states to this address</p>

FIGURE 9

Note: For details about options and actions on this page, please refer to [Edit/Update Contact Information Common Features](#)

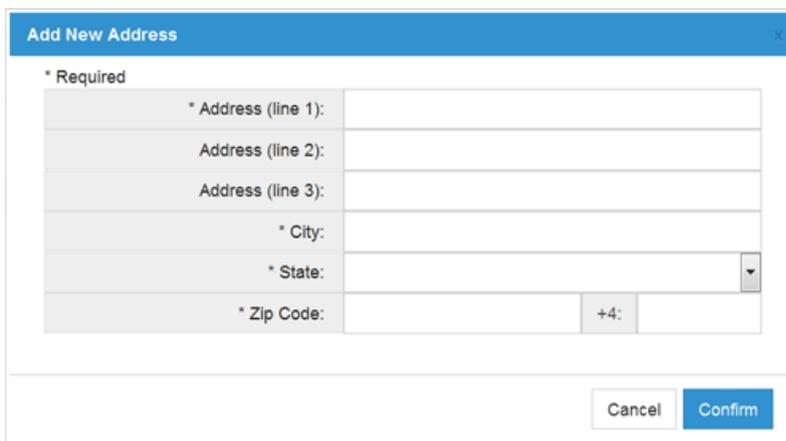
Some addresses may differ slightly, but reflect the same address:

- Some words can be abbreviated in addresses (ST vs STREET).
- The zip code may be different.
- The zip code can have a four digit extension in one address and not have it in another (83001 vs 83001-9128).
- Multiple small differences may occur.

a. ADD NEW ADDRESS

To **Add** a new Address, click the [Add new address](#) button in the top-left corner of the respective column (Home, Business, or Mailing).

Dialogue window will pop-up.



The screenshot shows a modal window titled "Add New Address" with a close button (X) in the top right corner. Below the title bar, there is a section labeled "* Required". This section contains several input fields:

- * Address (line 1): An empty text input field.
- Address (line 2): An empty text input field.
- Address (line 3): An empty text input field.
- * City: An empty text input field.
- * State: A dropdown menu with a downward arrow.
- * Zip Code: A text input field followed by a "+4:" label and another empty text input field.

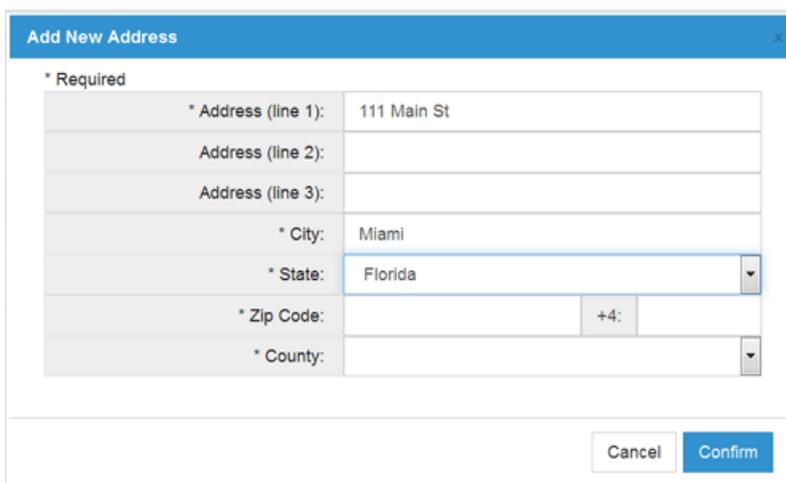
 At the bottom right of the modal, there are two buttons: "Cancel" and "Confirm".

FIGURE 10

Fill in all the required (*) fields. Extra lines are available for additional information (i.e. Suite #).

If state business rules require the **Business Name** included in the address, the business name should be entered in Address line 1, and street address will go to the line 2. Licensee name should not be entered in line 1.

If state business rules require **County**, a county drop-down list will be provided. CCR does not verify that the county is the correct county for the address.



This screenshot shows the same "Add New Address" modal window, but with the following information entered:

- * Address (line 1): 111 Main St
- Address (line 2): (empty)
- Address (line 3): (empty)
- * City: Miami
- * State: Florida
- * Zip Code: (empty) +4: (empty)
- * County: (empty)

 The "Confirm" button is highlighted in blue.

FIGURE 11

Click . The new addresses will be edited to use standard post office address terms and verified against the USPS database of accepted addresses.

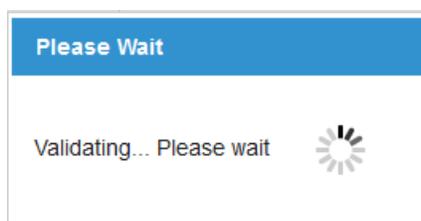


FIGURE 12

If **multiple addresses are found**, review them and select the one that you want to add.

Valid USPS Matches				
#	Address	City	State	Zip
1	201 E 110TH ST	KANSAS CITY	MO	64114
2	201 W 110TH ST	KANSAS CITY	MO	64114

FIGURE 13

Note: You have to make a selection to proceed.

If address is **not found**, verify that the information entered is correct and edit the address.

This action failed for the following reasons:

 The address given could not be found in the USPS database. If you believe this is an error, please contact NIPR customer service.

FIGURE 14

Note: Please, use the [USPS Zip Code Look Up](#) service to verify your address.

If it is still not found and you believe this is an error, please contact [NIPR customer service](#).

When the new address is **added successfully**, it will appear at the top of respective column.

To see how to assign states to this address go to [Assign States to Address](#).

b. EDIT ADDRESS

To Edit an Address click the  button under the address you wish to edit.

Dialogue window will pop-up with the address pre-populated.

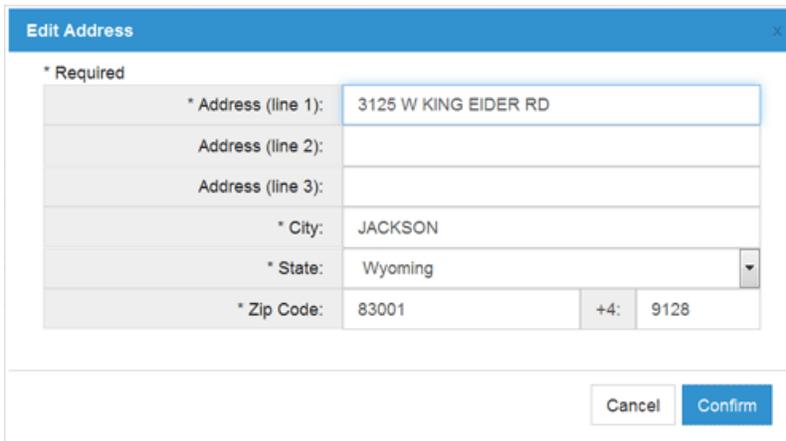


FIGURE 15

When you are done editing, click  button.

Note: Addresses are edited to use standard post office address terms and verified against the USPS database of accepted addresses.

If multiple addresses are found, review them and select the one that you want to add.

Valid USPS Matches				
#	Address	City	State	Zip
1	201 E 110TH ST	KANSAS CITY	MO	64114
2	201 W 110TH ST	KANSAS CITY	MO	64114

FIGURE 16

If address is **not found**, verify that the information entered is correct and edit the address again.

This action failed for the following reasons:

 The address given could not be found in the USPS database. If you believe this is an error, please contact NIPR customer service.

FIGURE 17

Note: Please, use the [USPS Zip Code Look Up](#) service to verify your address.

If it is still not found and you believe this is an error, please contact [NIPR customer service](#).

Once address has been standardized and validated it goes to state business rule validation.

If the address **does not pass the state rules validation** for some states associated with this address, error messages will display failed rules for each state. Resident (Home), Business or Mailing at the end of the error message indicates what type of address was validated.

This action can only be partially completed because it would be invalid for some states involved for the following reasons:

CA

Non-resident applicant may not change the state code of the Residence, Business or Mailing address for California addresses. Resident

VT

Non-Resident Vermont applicants may not change the state code of their addresses electronically. Please contact Vermont DOI directly to process state to state changes. Resident

WY

Resident Wyoming licensees may not change the state code of the address using this application. Please contact Wyoming directly - Resident

FIGURE 18

For detailed information about the state rules, please visit the [CCR State Requirements](#) page.

c. ASSIGN STATES TO ADDRESS

To change a state's address you may drag and drop the state icon to the desired address box.

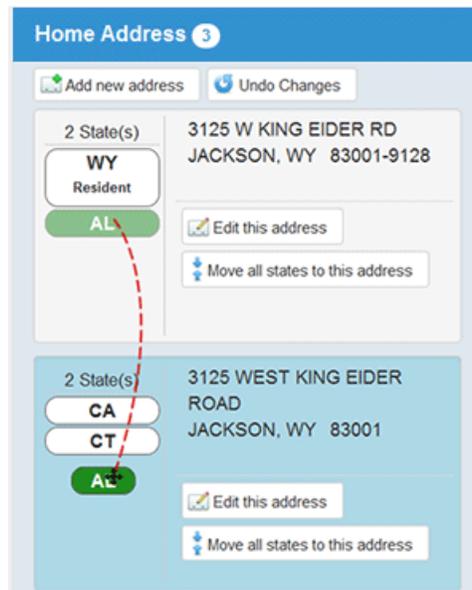


FIGURE 19

To move several states at once – hold **Ctrl** key while selecting the states with the mouse button, then click and drag them to the new address and release the button.

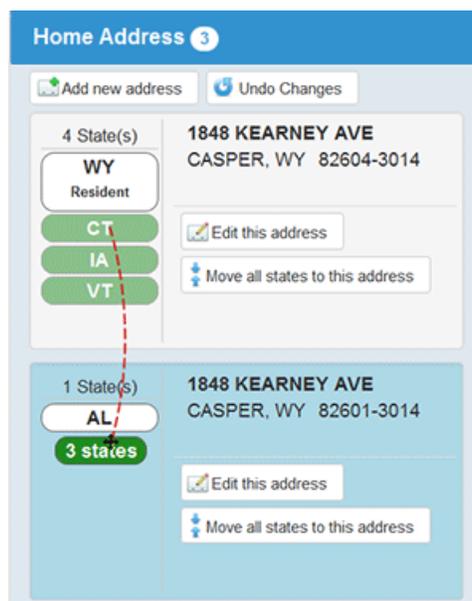


FIGURE 20

For more information on how to drag and drop, please visit this link: [Drag n' Drop](#)

Note: You may not drag and drop states across the columns (i.e. from Home Address to Business Address).

Note: Addresses are edited for standard post office address terms and verified against the USPS database of accepted addresses. State business rules are applied.

States that are moved **successfully** to this address will become green and pre-pended with a plus sign



Note: When you move states to an address, that address will be standardized and verified to USPS database of accepted addresses, and thus, even the states that were previously assigned to that address will become green.

When you assign states to an address, the address box might move down in the column. Address boxes are displayed in the following **order**: Resident State address, Designated Home state address, and all other states addresses in the alphabetical order.

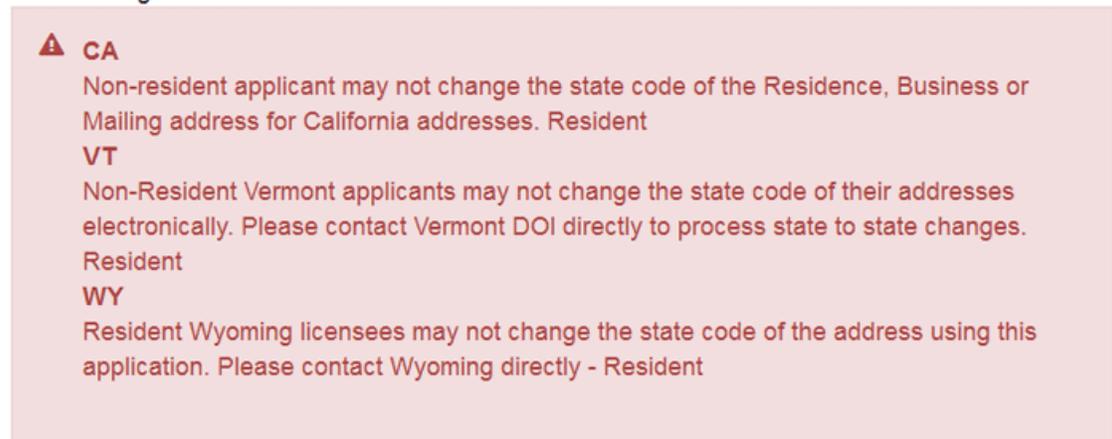
To move **all states** to one address click  button. All states where the licensee has license will be assigned to this address, with the exception of the states displayed under the “States that do not collect this type of address” section.

Note: The address will be standardized to the USPS requirements and validated against the state business rules of the states that are moved to this address.

States that are moved **successfully** to this address will become green 

For the states that the address **does not pass** validation, error messages will display. Resident (Home), Business or Mailing at the end of the error message indicates what type of address was validated.

This action can only be partially completed because it would be invalid for some states involved for the following reasons:



CA
Non-resident applicant may not change the state code of the Residence, Business or Mailing address for California addresses. Resident

VT
Non-Resident Vermont applicants may not change the state code of their addresses electronically. Please contact Vermont DOI directly to process state to state changes. Resident

WY
Resident Wyoming licensees may not change the state code of the address using this application. Please contact Wyoming directly - Resident

FIGURE 21

For detailed information about the state rules, please visit the [CCR State Requirements](#) page.

You may:

- Click *Confirm* to accept the changes for the states that passed, for states that did not pass the address will remain unchanged ;
- Update address to meet the state requirements and click *Confirm* to try again;

- Click *Cancel* and no changes will be made.

If you have multiple Resident States you might not be able to move all the states to one address.

When you are done updating your email information, click to go to the menu page.

 **ERROR MESSAGES**

 ***This action failed for the following reasons:***

The address given could not be found in the USPS database

- Use the [USPS Zip Code Look Up](#) service to verify your address.
- If you still cannot find your address, please contact [NIPR customer service](#).

 ***This action failed for the following reasons:***

It would be invalid for some states involved

- Specific states and violated rules will be displayed in the Error Message.
- For detailed information about the state rules, please visit the [CCR State Requirements](#) page.

EMAIL ADDRESSES

Email addresses are populated from the Producer Database. If a state collects email addresses it is important that they be correct since states will be using email to provide important information to the licensee. Email addresses are not subject to state business rules.

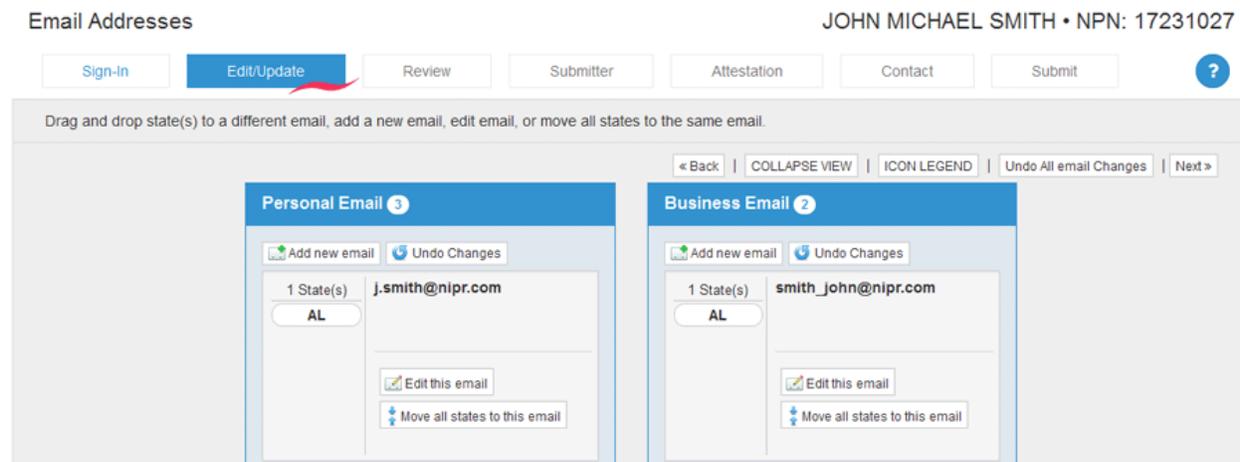


FIGURE 22

Note: For detailed overview of options you have on this page, please refer to [Edit/Update Contact Information Common Features](#).

a. ADD NEW EMAIL ADDRESS

To **Add** a new Email Address, click the button in the top-left corner of the respective column.

Dialog window will pop up.

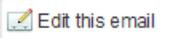
Enter your Email and click .

Please, use a valid email address. For detailed description of email restrictions refer to [Email Help](#)

When the new email address is added successfully, it will appear at the top of respective column.

To assign states to this email go to [Assign States to Email Address](#).

b. EDIT EMAIL ADDRESS

To **Edit** an existing Email, click  and update your email information.



Update your Email and click .

C. ASSIGN STATES TO EMAIL ADDRESS

To change a state's email address you may drag and drop the state(s) icon to the desired email.

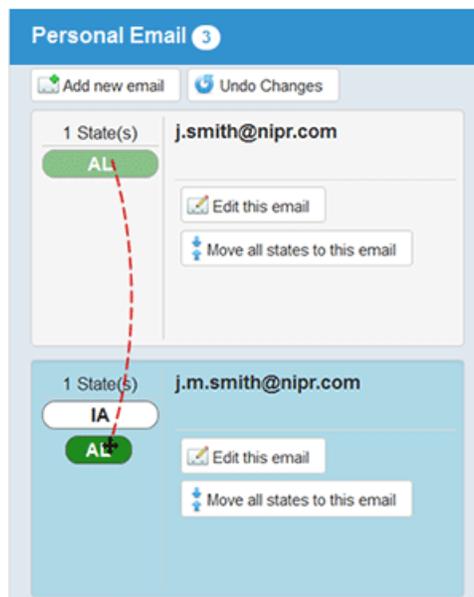


FIGURE 23

For more information on how to drag and drop, please visit this link: [Drag n' Drop](#).

Note: You may not drag and drop states across the columns (i.e. from Personal to Business Email Address).

When you assign states to an email, the contact box might move down in the column. Contact boxes are displayed in the following **order**: Resident State email, Designated Home state email, and all other states emails in the alphabetical order.

To move **all states** to one email address click  button. All states where the licensee has license will be assigned this email, with the exception of the states displayed under the “*States that do not collect this type of email*” section.

States that are moved to this email will become green .

When you are done updating email information, click  to go to the menu page.

 **ERROR MESSAGES**

 ***This action failed for the following reasons:***

Must provide a valid email address

- Correct your email and click *Confirm*. For detailed description of email restrictions refer to [Email Help](#)

PHONE NUMBERS

You can update your personal phone number and business phone and fax numbers. Phone/fax numbers are not subject to state business rules.

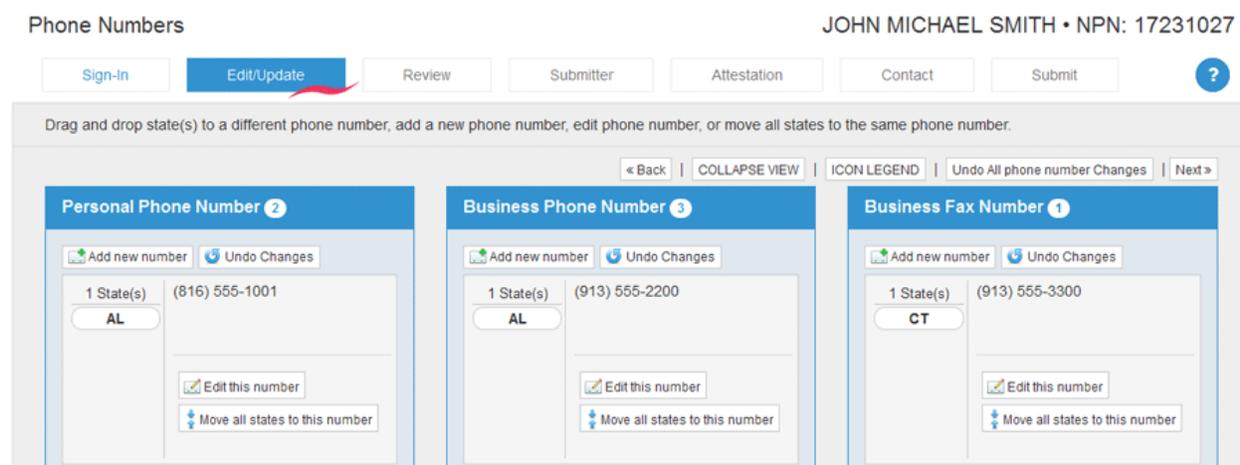


FIGURE 24

Note: For detailed overview of options you have on this page, please refer to [Edit/Update Contact Information Common Features](#).

a. ADD NEW PHONE/FAX NUMBER

To **Add** a new Phone Number, click the  button in the top-left corner of the respective column.

Dialog window will pop up.

FIGURE 25

Enter your Phone/Fax number and Extension number if applicable. Click .

Note: Phone or Fax number must have 10 digits, starting with the area code. For more details about the acceptable Phone Number format, please refer to [Phone Help](#).

When the new phone/fax is added successfully, it will appear at the top of respective column.

To assign states to this phone/fax number go to [Assign States to Phone/Fax Number](#)

b. EDIT PHONE/FAX NUMBER

To Edit an existing Phone/Fax number click  .

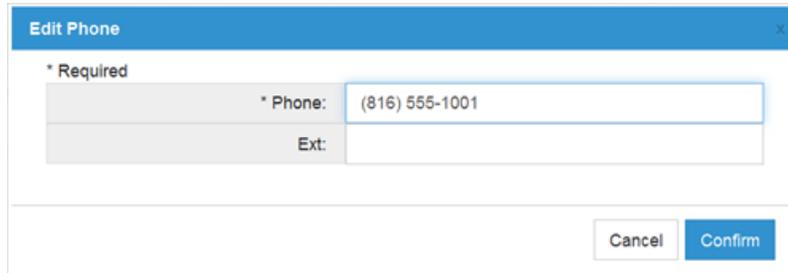


FIGURE 26

Note: Phone or Fax number must have 10 digits, starting with the area code. For more details about the acceptable Phone Number format, please refer to [Phone Help](#).

Update your number and click  .

c. ASSIGN STATES TO PHONE/FAX NUMBER

To move states to a phone number drag that state and drop it in the desired contact box.

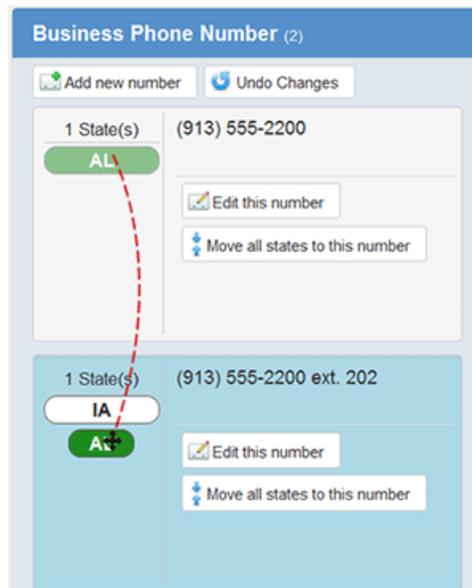


FIGURE 27

For more information on how to drag and drop, please visit this link: [Drag n' Drop](#).

Note: You may not drag and drop states across the columns (i.e. from Personal to Business Phone Number).

When you assign states to a phone/fax number, the contact box might move down in the column. Contact boxes are displayed in the following **order**: Resident State phone, Designated Home state phone, and all other states phones in the alphabetical order.

To move **all states** to one number click  button. To all states where the licensee has a license will be assigned this number, with the exception of the states displayed under the “*States that do not accept this number*” section.

When you are done updating contacts, click . It will take you to the Menu page, where you can choose to update another type of contact information or click *Next* to proceed to Review.

ERROR MESSAGES

 ***This action failed for the following reasons:***

- ***Area code must not be 411, 911, or 900***
- ***Area code cannot start with 0 or 1***
- ***Phone number must have 10 digits***
- ***Phone is a required field***
- *Correct your number according to restrictions provided in the Error Message and click Confirm.*
- *Phone and Fax number meet North American Numbering Plan restrictions, for more details, please refer to [Phone Help](#)*

EFFECTIVE DATE

Some states require an effective date to process physical address changes.

Address Effective Date JOHN MICHAEL SMITH • NPN: 17231027

[Sign-in](#)
[Edit/Update](#)
[Review](#)
[Submitter](#)
[Attestation](#)
[Contact](#)
[Submit](#)
?

The following states require an effective date: Alabama.

Effective Date: 

◀ Back Next ▶

FIGURE 28

Indicator	Definition
1	Effective date Text box displays the current date. It can be modified.
2	Calendar Icon will display an interactive calendar where you can select the effective date.

Note: If you made changes only to the states that do not require an Effective Date, you will **not see** this screen.

Prepopulated date in the box is the current date. If you want to change it you can type it in the text box, or you can select it from the calendar:

◀		Mar		▼		2015		▶	
Su	Mo	Tu	We	Th	Fr	Sa			
1	2	3	4	5	6	7			
8	9	10	11	12	13	14			
15	16	17	18	19	20	21			
22	23	24	25	26	27	28			
29	30	31							

Once you select the date, the calendar will close and the date will appear in the text box.

Note: You may not enter a future Effective Date.

Click [Next »](#).

 **ERROR MESSAGES**

 **Effective date** *You may not enter a future Effective Date.*

STEP 3: REVIEW

Changes made are highlighted in green.

Review Contact Changes JOHN MICHAEL SMITH • NPN: 17231027

[Sign-In](#)
[Edit/Update](#)
[Review](#)
[Submitter](#)
[Attestation](#)
[Contact](#)
[Submit](#)
?

Review your contact changes here. Contact information displayed in bold and highlighted indicates changes made during this session for the states listed.

State	Residence/Personal	Business	Mailing
1 ALABAMA	8408 BARRINGTON RD CHEYENNE WY 82009-9024 E: j.smith@nipr.com P: (816) 555-1001	604 SOUTH WOLCOTT STREET CASPER WY 82601 E: SMITH_J@NIPR.COM P: (913) 555-2200 F: Not on PDB	1848 KEARNEY AVE CASPER WY 82601-3014
CONNECTICUT	8408 BARRINGTON RD CHEYENNE WY 82009-9024 E: john.smith@nipr.com P: Not on PDB	506 SOUTH 21ST STREET LARAMIE WY 82070 E: SMITH_J@NIPR.COM P: (913) 555-2200 201 F: (913) 555-3300	1848 KEARNEY AVE CASPER WY 82604-3014
VERMONT	8408 BARRINGTON RD CHEYENNE WY 82009-9024 E: Not on PDB P: Not on PDB	Address Not on PDB E: smith_j_m@nipr.com P: (816) 555-1331 201 F: Not on PDB	1848 KEARNEY AVE CASPER WY 82604-3014

These changes are for your review and have not been submitted.

[« Back](#)
[Next »](#)

FIGURE 29

Indicator	Definition
1	States that will receive a transaction (all states in this column).
2	New contact information that will be submitted to the state (all highlighted)
3	Contact information that will remain unchanged on the PDB (all not highlighted)

Review the updates.

If you want to make additional changes to your contact information you may click

[Edit/Update](#)

tab

in the progress bar to return to the menu.

If you are done editing your contact information click

[Next >>](#)

STEP 4: SUBMITTER

Provide submitter information.

Submitter JOHN MICHAEL SMITH • NPN: 17231027

Select who is submitting the contact changes.

I am making changes for: Myself Someone else

As the authorized submitter, I declare that the applicant provided all the information submitted.

FIGURE 30

Indicator	Definition
1	Myself – radio button to select if you are submitting changes for yourself
2	Someone else – radio button to select if you are making changes for someone else

If the contact changes are for yourself, select Myself radio button. You may proceed to the next screen by clicking .

If you are making changes for someone else, select Someone else radio button.

Select who is submitting the contact changes.

I am making changes for: Myself Someone else

As the authorized submitter, please enter your business contact information. This information will be used by the state to contact you if there are questions regarding the contact information changes being submitted.

* Required

* First Name:		* Country:	U.S.A.	* City:	
* Last Name:		* Address (line 1):		* State:	
Title:		Address (line 2):		* Zip Code:	
* Email:		Address (line 3):		+4:	
* Firm Name:				<input type="checkbox"/> Non-USA Phone Number	
				* Phone:	Ext:

[Clear Input](#)

As the authorized submitter, I declare that the applicant provided all the information submitted.

FIGURE 31

Enter your business contact information in the fields provided.

Fields marked with an asterisk * are required fields.

If your businesses address is not in the US select your country from the dropdown first. The field for State will not display and the Zip code will not be limited to US postal standards.

To enter a **non-USA** phone number, please check the Non-USA Phone Number box above the Phone field.

Click .

STEP 5: ATTESTATION

Attest to the accuracy of the information in the application.

Attestation JOHN MICHAEL SMITH • NPN: 17231027

[Sign-In](#) [Edit/Update](#) [Review](#) [Submitter](#) [Attestation](#) [Contact](#) [Submit](#) ?

Read carefully and Accept to continue.

- I hereby certify that, under penalty of perjury, all of the information submitted in this request for address change is true and complete.
- I am aware that submitting false information or omitting pertinent or material information in connection with this request for address change is grounds for license revocation and may subject me to civil or criminal penalties.
- Where required by law, I hereby designate the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this request for address change is made to be my agent for service of process regarding all insurance matters in the respective jurisdiction and agree that service upon the Commissioner, Director or Superintendent of Insurance, or other appropriate party of that jurisdiction is of the same legal force and validity as personal service upon myself.
- I further certify that I grant permission to the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this request for address change is made to verify information with any federal, state or local government agency, current or former employer, or insurance company.
- I authorize the jurisdictions to give any information concerning me, as permitted by law, to any federal, state or municipal agency, or any other organization and I release the jurisdictions and any person acting on their behalf from any and all liability of whatever nature by reason of furnishing such information.
- I acknowledge that I understand and will comply with the insurance laws and regulations of the jurisdictions in which I am licensed.

I accept

« Back You must accept the attestation to continue. Next »

FIGURE 32

Read carefully and check the I accept box.

To continue, click [Next »](#).

STEP 6: VERIFICATION CONTACT

The receipt and any additional information regarding this transaction will be sent to the email provided.

Verification Contact

JOHN MICHAEL SMITH • NPN: 17231027

Your receipt and any additional information about this transaction will be sent to the following email addresses.

Verification Contact		* Required
* Email:	Required	
Email:	Optional	
Email:	Optional	
Email:	Optional	

[Clear Input](#)

FIGURE 33

You can enter up to four email addresses for the information related to this transaction. (For help, please refer to [Email Help](#))

If you made contact changes to the states that currently accept only address changes, you will be asked to provide the licensee's business phone number also. (For help, please refer to [Phone Help](#))

Your receipt and any additional information about this transaction will be sent to the following email addresses.

Verification Contact		* Required
* Email:	Required	
Email:	Optional	
Email:	Optional	
Email:	Optional	

This should be the licensee's business phone.

* Phone:	<input type="text"/>	Ext:	<input type="text"/>
----------	----------------------	------	----------------------

[Clear Input](#)

Click .

ERROR MESSAGES

- !** **At least 1 valid email is required.**
Enter a valid email.

- !** **Email address 1, Must be a valid email address. See help for explanation of validations.**
Please, use a valid email address. For detailed description of email restrictions refer to [Email Help](#).

STEP 7: SUBMIT

Review the fees for the transactions generated during this session.

Submit Contact Changes JOHN MICHAEL SMITH • NPN: 17231027

[Sign-In](#)
[Edit/Update](#)
[Review](#)
[Submitter](#)
[Attestation](#)
[Contact](#)
[Submit](#)
?

The following states will be sent changes made during this session.

1	State	State Fee	2
	ALABAMA	\$0.00	
	CALIFORNIA	\$0.00	
	CONNECTICUT	\$0.00	
	INDIANA	\$0.00	
	IOWA	\$0.00	
	VERMONT	\$0.00	

3		Fee Summary
Total State Fees:		\$0.00
Total NIPR Fees:		\$0.00
Grand Total:		\$0.00

- Fees are not refundable
- Allow up to 5 days for changes to display on the PDB.

Contact changes are not complete until "Submit" button has been clicked.

[« Back](#)
[Submit](#)

FIGURE 34

Indicator	Definition
1	States that will be sent changes to, made during this session
2	State Fee
3	Fee Summary total state and NIPR fees

Note: Contact changes are not complete until **Submit** button has been clicked.

Note: Once you click **Submit**, you will not be able to go back to add or remove changes to this session.

If there is a **fee** associated with the transaction you are requesting, it will show in the State fee column and in the Fee Summary.

Submit Contact Changes

JOHN MICHAEL SMITH • NPN: 17231027

- Sign-In
- Edit/Update
- Review
- Submitter
- Attestation
- Contact
- Submit
- ?

The following states will be sent changes made during this session.

State	State Fee
ALABAMA	\$50.00
IOWA	\$0.00
VERMONT	\$0.00
WYOMING	\$0.00

Fee Summary	
Total State Fees:	\$50.00
Total NIPR Fees:	\$0.00
Grand Total:	\$50.00

- Fees are not refundable
- Allow up to 5 days for changes to display on the PDB.

Contact changes are not complete until payment is made. Please click the "Submit & Pay" button.

« Back

Submit & Pay

FIGURE 35

Click Submit or Submit & Pay.

PAYMENT

You will go through the payment process only if there is a fee associated with your transaction.

For more information, please refer to [CCR Fees](#) page.

RECEIPT

Preview and download your receipt.

Receipt

JOHN MICHAEL SMITH • NPN: 17231027

Contact changes will be sent to the states listed below.

1 [Download Receipt](#)

Order Number
44239

2

Payment	Date	Billing Name	Payment Reference #	Payment Amount
None	Mar 20, 2015 09:09 AM			\$0.00

State Fee Total		Transaction Fee Total		Grand Total	
\$0.00		\$0.00		\$0.00	

Item Number	Product	State	Applicant	Description	State Fee	Transaction Fee	Total
98161	Contact Change Request	ALABAMA	SMITH, JOHN MICHAEL	SMITH, JOHN MICHAEL Contact Change Request for ALABAMA	\$0.00	\$0.00	\$0.00
98162	Contact Change Request	CALIFORNIA	SMITH, JOHN MICHAEL	SMITH, JOHN MICHAEL Contact Change Request for CALIFORNIA	\$0.00	\$0.00	\$0.00
98163	Contact Change Request	CONNECTICUT	SMITH, JOHN MICHAEL	SMITH, JOHN MICHAEL Contact Change Request for CONNECTICUT	\$0.00	\$0.00	\$0.00
98164	Contact Change Request	INDIANA	SMITH, JOHN MICHAEL	SMITH, JOHN MICHAEL Contact Change Request for INDIANA	\$0.00	\$0.00	\$0.00
98165	Contact Change Request	IOWA	SMITH, JOHN MICHAEL	SMITH, JOHN MICHAEL Contact Change Request for IOWA	\$0.00	\$0.00	\$0.00

[Next »](#)

FIGURE 36

Indicator	Definition
1	Download Receipt button will allow download of .PDF file with your receipt
2	Receipt preview

You can download a .PDF version of your receipt by clicking [Download Receipt](#) button in the upper right corner.

Click [Next »](#).

THANK YOU

Your changes have been submitted and now you can choose what to do next.

Thank You

JOHN MICHAEL SMITH • NPN: 17231027



Thank you for using NIPR. We look forward to assisting you again in the near future!

1



Print Receipt
Print or save a copy of your receipt.

2



Review Contact Changes
View summary of the contact info changes.

3



Return to Sign-In page
Go back to sign-in to process a new change request.

Contact changes will be sent to the state. Please allow up to 5 business days for changes to display on the Producer Database (PDB).

FIGURE 37

Indicator	Definition
1	Print Receipt will take you to the receipt page
2	Review Contact Changes will open a window with the details of your transaction(s). Changes submitted are highlighted
3	Return to Sign-In Page will take you to sign-in to process a new change request

Note: this is the last chance to view, download, or print receipt and details of the transactions for your records. This information will **not be stored** in the application.

Please allow up to 5 business days for changes to display on the Producer Database (PDB) and reflect in your account.

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