



General Notice to Licence Holders Maintain current E&O within your online portal to avoid Licence Disqualification

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This bulletin is a general courtesy notice to licence holders outlining your obligations to maintain E&O insurance **and** keep the information current within the ICM online portal to avoid disqualification.

The ICM office will be closed for the holiday season from December 25, 2023, to January 1, 2024. We encourage all licence holders that may have E&O expiring during this period to ensure they are able to enter the online portal **before December 22, 2023** with their User ID and password and their ability to move past the [multi-factor authentication \(MFA\)](#).

The ICM does not update the portal for licence holders, therefore **submission of a copy of your E&O to the ICM office is not acceptable**, and disqualification would still occur if you fail to update the information in your ICM online portal.

How do I update my E&O Information:

- Log into the [online portal](#)
- Step-by-step instructions are available in the [User Guide for entry of E&O](#).
Important: If you hold multiple licenses (i.e., Life and A&S), you must enter E&O information for each licence that you hold.

What does it mean if my licence is disqualified:

- If your licence is disqualified, you would be prohibited from carrying on the activities of an Agent (would be unable to sell, transact, and/or service insurance and be unable to provide advice to consumers) until your licence(s) is/are reinstated.

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