

1. **QUESTION:** Will there be an extension on annual licence renewal?

ANSWER: No. *The Insurance Act of Manitoba states that all agent licences expire on May 31st, and all adjuster licences expire on June 30th.* As the ICM is a delegated authority of the Superintendent of Financial Institutions and is required to work within our legislated framework the deadline to renew a licence is mandated under the *Act* and cannot be extended by ICM.

As in past years, all licence renewal functions are online, and available to be completed by the licence holder remotely. The staff at ICM continue to work diligently on ensuring licence renewal continues to be a seamless and efficient process.

2. **QUESTION:** Do I have to complete continuing education (CE) credits to renew my licence?

ANSWER: Yes. All licence holders that are required to meet CE for their Manitoba licence(s) must do so prior to renewing their licence each year.

Canadian non-residents who are licensed in a jurisdiction which has mandatory CE requirements are not required to also fulfil the Manitoba annual CE credit criteria. Refer to the [Continuing Education Info](#) page on the ICM website.

For further CE questions and answers, refer to the [CE FAQ's](#) on the ICM website.

3. **QUESTION:** Is the Insurance Council of Manitoba (ICM) office currently open?

ANSWER: Yes. The ICM office is open to the public between the hours of 8:30 a.m. and 4:30 p.m. Monday to Friday (closed for statutory holidays).

4. **QUESTION:** Can I continue to book my provincial examination with your office?

ANSWER: Exam Applicants have the [option](#) to write the LLQP exam:

1. **In-Person** in our Winnipeg location or Brandon location. The ICM office remains open for limited seating exam writing, and is writing multiple days per week to accommodate applicants.
2. **On-Line** through our approved external provider, Durham College (please refer to the [Durham College website](#) for information on cost which differs from in-person). ***NEW as of Nov 4/21***

**Exam Applicants wishing to challenge the General Insurance Examination or Insurance Adjusters Examination are eligible to write in-person only.*

For further details on the examination options (in-person or on-line), please visit our website [here](#).



COVID-19 Frequently Asked Questions (FAQs)

Updated April 29, 2022

5. **QUESTION:** Can we continue to apply for an insurance agent or adjuster licence with the Insurance Council of Manitoba (ICM)?

ANSWER: Yes. Licensing applications remain available online through the [Online Portal](#). The online application system has been enhanced and is available for all application categories, with the exception of an Amendment to a Restricted Insurance Agent's (RIA) Designated Official, which will still require the completion of a [paper application](#). No other paper applications will be accepted.

A paper application for an amendment to an RIA's Designated Official can be completed by the RIA applicant, emailed to the sponsoring insurer for review and signature by the Authorizer filed with the ICM office, and then [directly emailed by the Authorizer](#) to the ICM office at contactus@icm.mb.ca for consideration of the change to the RIA Designated Official. Emailed applications will not be accepted if submitted by any other individual other than the Authorizer.

6. **QUESTION:** Can Level 1 General Agents work from home in Manitoba?

ANSWER: As of May 1, 2022, the General Insurance Agents Licensing Rules have been amended as below:

Rules in effect until end of day April 30, 2022	Rules in effect as of May 1, 2022
<p><i>3(2) The holder of a licence issued under subsection (1) is authorized to sell, inside but not outside the office of a general insurance agency and under the supervision of the holder of a licence authorized to carry on the activities permitted under section 4, every category of general insurance other than life insurance.</i></p>	<p><i>3(2) The holder of a licence issued under subsection (1) is authorized to sell every category of general insurance other than life insurance, but only</i></p> <p><i>(a) under the supervision of the holder of a licence authorized to carry on the activities permitted under section 4; and</i></p> <p><i>(b) inside the office of a general insurance agency or out of a home office approved by that agency.</i></p>

The amended Rules, **that are in effect as of May 1, 2022**, do not include the restrictions that were in place under the temporary easement of the Rules by the Superintendent (more information on those restrictions are available on the ICM website [here](#)).

What does this mean? To clarify, the only change to the Rules at this time is Section 3(2) above confirming that a Level 1 General licence holder can work inside the office of a general insurance agency **or** out of a home office approved by that agency. Supervision must continue by a Level 2 or Level 3 Manitoba licence holder whether the Level 1 works inside the office or in the home office approved by the agency.

7. **QUESTION:** Will the Insurance Council of Manitoba (ICM) accept third party criminal record checks?

ANSWER:

Residents of Manitoba: ICM accepts criminal record checks (CRCs) issued through the applicant's local RCMP or municipal police department, or through [Sterling Backcheck](#) **only** when accessed through the Insurance Council of Manitoba's [landing page with Sterling Backcheck](#). CRCs are not acceptable when issued through any other third-party provider. The Winnipeg Police Service offers residents of Winnipeg the ability to utilize an automated online system for submitting Police Information Checks called ePIC. Visit www.winnipeg.ca/police for more information. CRCs for residents of Manitoba are only applicable to applicants who have not held a Manitoba licence for 12 months or longer, or have had a change to their criminal history. CRC must be current within 6 months. **Refer to the [detailed information](#) on the ICM's website before proceeding with the CRC.**

Residents of other Canadian jurisdictions and **Residents of the United States** please refer to the [ICM's website](#) for details on whether a CRC is required. **Refer to the [detailed information](#) on the ICM's website before proceeding with the CRC.**

All [Covid-19 communications](#) that are sent to industry are posted on the [ICM website](#) and within the [Online Portal News and Bulletins](#) section.