



Preparation of Licence Renewal Notice to All Licence Holders

Emailed April 23, 2025

To: All Licence Holders with the Insurance Council of Manitoba

Renewal is available to all license holders starting in May. Once the renewal period begins, each licence holder will receive an email notification informing them that they can renew their licence. *Agents must complete their renewal by May 31, 2025, while adjusters have until June 30, 2025.*

Due to the high volume of inquiries during the renewal period, phone calls or emails with questions already addressed in the [User Guides](#) or [Frequently Asked Questions](#) will not be returned. Please refer to these resources for assistance.

Prepare for the renewal process:

Communication from ICM.

- The ICM office sends all information via email to the primary email address on file for each licence holder. Licence holders must ensure this email address is always up to date.
- Emails from our office are sent from one of the addresses listed below; please whitelist these addresses in your system to prevent ICM emails from being blocked or sent to your junk folder.
 - licensing@icm.mb.ca
 - InsuranceCouncilofManitoba@icm.mb.ca
 - insurance_council_of_manitoba@mail.vresp.com

Have your User ID and password ready.

- Your User ID is the first set of numbers in your licence number (*e.g., Licence #F-80000-55555-2024, the user ID is 80000*). If you can't remember your password, you can obtain a temporary one by clicking "Forgot your password?" in the [On-line Portal](#), which will send you a system-generated email.

Report your Continuing Education (CE) Credits (*not applicable to Restricted Insurance Agents*). *Please contact the ICM only if you are unable to find the information from the sources listed below.*

- To check your personal CE status, verify if you have met your CE requirement, or determine if you are exempt due to residing in another jurisdiction, please refer to your CE status in the [On-line Portal](#). Additional information on CE requirements can be found in the [Frequently Asked Questions](#).

Amendments to your licence MUST be made before you proceed with the renewal.

- Perform an amendment/transfer of your licence electronically within the [On-line Portal](#). Follow the steps in the [User Guide](#).

Payment – pay by credit card or ensure payment has been received and processed by ICM.

There are two payment options:

1. You can pay by credit card if you are paying individually (as a stakeholder) online during the licence renewal process (prepaid cards are not accepted); or
2. You can use prepayment previously submitted to the ICM by cheque or money order. A separate email regarding prepayment and invoices has been sent to all Authorizers. If your organization plans to pre-pay the licence renewal fees for multiple licensees, the Authorizer must create an "invoice" within the [On-line Portal](#). The total payment amount must be submitted to ICM via cheque or money order and applied by ICM before the licensees complete

the renewal. If using the prepayment option, ensure the payment is added to the ICM portal before attempting to renew.

INSURANCE COUNCIL OF MANITOBA

contactus@icm.mb.ca

www.icm.mb.ca