



Operating Agent (O/A) / Designated Representative (D/R) Renewal Checklist

The Operating Agent or Designated Representative of the agency or adjusting firm must renew their licence first before any other licensee in the organization.

1. BEFORE YOU RENEW

- Confirm the Agency/Adjusting Firm and/or Sponsor name on your licence is correct
 - If the agency/adjusting firm and/or sponsor name on your licence has changed, you must submit an **amendment application** before renewing. Refer to [User Guide – How to Amend a Licence](#) for instructions.
- Complete and report your Continuing Education (CE) credits. Refer to the Continuing Education [Information](#) and [FAQs](#) on the ICM's website.
- Ensure you have your current Errors & Omissions (E&O) insurance information available, as it will be needed to complete your renewal.
- Report any material changes that you have not previously disclosed to the ICM. Refer to [Material Changes - When to Disclose them to the ICM](#).

2. RENEWAL STEPS

- Log in to the [online portal](#). Click “**Licences**” → then “**Online Renewal**”
- Complete the renewal application
 - Renewal applications may be placed under review based on the information provided. If additional information is required, the ICM will contact you by email using the address on file.
- Submit payment
 - Payment may be made by **Visa, MasterCard, or American Express**. If you have a prepayment or credit on your account, the system will notify you during checkout.

3. FINAL REMINDER

- Renewal due dates
 - **Agents:** May 31 at 11:59 PM CST
 - **Adjusters:** June 30 at 11:59 PM CST