



**INFORMATIONAL MEMORANDUM**  
**DFS-02-2007**  
**ISSUED**  
**January 25, 2007**  
**Department of Financial Services**  
**Alex Sink, CFO**

**Discontinuance of 90-Day CE Reminder Letters**

Over the past five years, the Division of Agent and Agency Services has taken steps to better serve its customers by using advances in technology. Some of the initiatives include:

- An online application by which individuals and entities can apply for licensure, reapply for examinations, request address changes, and many other license-related functions. This has allowed us to dramatically reduce the processing time for applications and ensure that all applications are processed accurately and efficiently.
- A search engine was developed to allow licensees, consumers, and companies to verify that an individual or entity is properly licensed and appointed to do business in Florida.
- The Agent Education Database was designed to allow licensees to track their continuing education requirements, verify their continuing education status, view the courses they have completed, and search for continuing education and pre-licensing courses. Additionally, the database was designed to remind licensees of their continuing education requirement 90 days prior to their due date. Licensees can even customize the online reminders and increase the frequency of online notifications. In the past, the department also mailed a 90-day continuing education reminder letter to licensees. **Due to the success of the online notification system, the department will no longer mail the 90-day continuing education reminder letter.**
- And most recently, we have initiated “My Profile,” a one-stop portal that allows licensees to view their licenses, appointments, continuing education status, continuing education transcripts, and much more all with the click of a button. The Agent Education Database has been incorporated into “My Profile”. Licensees now have the ability to view any application deficiencies, eliminating the need for an applicant/licensee to contact the department for this information.

As always, these online features are housed on state-of-the-art, secured servers to protect licensees’ personal and confidential information. Log on to [www.agents-florida.com](http://www.agents-florida.com), click on “My Profile” under “For Agents and Adjusters”, then log on to the website. We encourage you to access these technological advances so we may better serve you. Questions regarding this Memorandum should be addressed to the Bureau of Licensing at 850-413-3137.