

Arkansas Continuing Education Frequently Asked Questions

What are the AID continuing education requirements for RESIDENT Adjusters?

Resident Arkansas adjusters are required to complete 24 hours of Continuing Education within their 2-year licensing period. A minimum of three (3) of the total 24 hour requirement must be dedicated to the subject of Ethics. This CE requirement becomes effective with adjuster license renewals beginning in 2012.

What are the AID continuing education requirements for NON-RESIDENT Adjusters?

Non-residents who have qualified by being licensed as an adjuster in their home state are exempt from continuing education requirements.

What are the AID rules on repeating courses and CE carry-over hours?

No licensee may be granted credit for a program more than once during a single license renewal period.

Excess educational hours accumulated during any biennial period may be carried forward only to the next biennial period. Continuing education carried forward to the following calendar year shall expire upon commencement of the second (2nd) biennial period following completion of the hours

Does the AID provide extensions of time for a Licensee to complete CE?

According to Rule 50, “for good cause shown, the commissioner may grant an extension of time during which the continuing education requirements may be completed. What constitutes good cause for the extension of time rests within the discretion of the commissioner”.

AE21 suggests that you contact the AID directly to discuss specific requirements necessary to file the extension.

Can I fulfill all of my Arkansas CE requirements by completing online Self Study Courses?

Yes. There are no restrictions on the type or number of online Self-Study programs an adjuster can take to fulfill their CE requirement.

Does AID require a Final Examination and if so, what are the Requirements?

The AID requires that all Self-Study courses must include an examination for students to receive credit. Our exams consist of 25 multiple choice questions. CE credits will only be allowed if the student achieves a grade of 70% or higher. Students are allowed three (3) retakes if you don't pass the first time.

Proctor Affidavit Requirement

The Arkansas Insurance Department (AID) requires that online CE course final examinations be monitored by a “disinterested third party” (defined by AID as any person with no family or financial relationship to the licensed adjuster). The proctor must sit with the adjuster while completing the online examination and attest to the fact that the student did not use study materials or receive any assistance during the exam. The monitor must sign the attached “Proctor Affidavit” (Appendix G) form for you to receive CE credit. This form will be provided at the conclusion of the CE program for completion. [Click here to view a sample of the Arkansas Proctor Affidavit \(Appendix G\).](#)

Please note that CE credit hours for completing the course cannot be given until we receive the fully completed/signed Appendix G form and file it with the Arkansas Insurance Department.

Where do I send the completed Appendix G form?

Upon completion, the form must be returned to AE21 Online either by fax @ (813) 632-9377 or by email to arkansasproctor@ae21online.com.

After completing an online Self-Study course, how are my CE course completions reported to the AID?

Reporting course completions is the CE provider's (AE21) responsibility. Upon receipt of your fully completed "Appendix G" form, we will file your course completion directly with the Arkansas Insurance Department and provide them with a copy of the Affidavit as required by Rule 50.

The completion date of the exam will be the date AE21 receives the fully completed Appendix G form.

Will I receive a Certificate of Completion from AE21 upon completing a course?

Maintain a copy of the fully completed & signed Proctor Affidavit Form (Appendix G), which will serve as your Certificate of Completion.

Does the AID provide online access to my license and CE status/transcript?

Adjusters can view the most current information as reflected in the Department's records regarding the number of continuing education hours credited to them via the AID web portal @ <http://www.insurance.arkansas.gov/License/CEAdjusterSearch/AdjusterCESearch.asp>

What if the FAQ's do not address my question/issue?

Call us toll free @ 1-855-985-2672 or 1-800-820-4550. If we can't answer your question we will refer you to someone who can.

How can I contact the Arkansas Department of Insurance (LDOI)?

AID Phone#: Local (501) 371-2750 or Toll Free (800)-282-9134

AID CE Website: <http://www.insurance.arkansas.gov/License/divpage.htm>

AID License Lookup: <https://a5w.insurance.arkansas.gov/AIDSearches/agent.a5w>

AID Email address: insurance.license@arkansas.gov

General Mailing Address:

Arkansas Insurance Department
1200 West Third Street
Little Rock, AR 72201