

Mandatory Announcements

Display of Approval Documents

Provider, Course and Instructor Approval Documents issued by the New York State Department of Financial Services are available for viewing by each attendee. These documents serve as documentation that your course is currently approved for credit. They also verify the approved number of credits, the license classes eligible to receive credit, and the course approval number which you will need to renew your license.

Attentiveness During Class

During the instructional period, you may not conduct insurance or other business or read materials unrelated to the course. All electronic devices must be silenced. Texting is not permitted.

Attendance Policy

The NYS Department of Financial Services requires attendance for 100 percent of the approved class hours. If you arrive after class has begun, or if you are late returning from breaks, you may be denied credit for the course. If attendance requirements are not followed, instructors and providers may face disciplinary action, in which case, credits will be jeopardized.

Course Completion Documents

When you have successfully completed a course, you will be issued a Course Completion Document showing the course approval number, eligible license classes, and the number of credits you have received for completing the class. Retain this certificate to use when renewing your license and, in the event of a Department audit, as proof you took the course. Remember, you cannot use credits for any course more than one time per eligible license class.