



## FCNB Insurance Notice

### Re: Licence Renewal Notifications

23 October 2017

Effective immediately, FCNB will no longer be mailing licence renewal notifications to adjusters, agents, brokers, and damage appraisers. Going forward, all renewal notifications will be sent by e-mail from the FCNB Portal through your individual account.

To ensure that you receive these notices and that you will be able to renew your licence when it becomes due, you must create your Portal account if you have not already done so.

FCNB is mailing notification to all licence holders who did not have a licence expire and receive a renewal notice during the past year. This will provide those licence holders with the unique identification number required to create an account. If you do not receive your unique identification number in the mail, please e-mail [Insurance.Licensing@fcnb.ca](mailto:Insurance.Licensing@fcnb.ca) with the subject line “unique identification number”.

### **CREATING YOUR ACCOUNT**

- Ensure that you have all necessary information by reading the “Be Ready Before you Begin” Guide at [www.fcnb.ca/insurance-portal-faq.html](http://www.fcnb.ca/insurance-portal-faq.html).
- By consulting the step-by-step procedures in the “Portal Basics User Guide” at [www.fcnb.ca/portal-basics.html](http://www.fcnb.ca/portal-basics.html), create your portal account. To complete the creation of your account, you must enter your unique identification number..

### **IF YOU ENCOUNTER TECHNICAL PROBLEMS WHEN USING THE PORTAL:**

1. Consult our online FAQ at [www.fcnb.ca/insurance-portal-faq.html](http://www.fcnb.ca/insurance-portal-faq.html).
2. If you continue to experience problems, complete an online support request at <https://portal.fcnb.ca/requestsupport> - Be sure to provide your name, e-mail address, phone number and the details of your issue. Our support team will review your request and respond to you directly. This is the fastest way for your issues to be resolved. Please do not call our general enquiry (toll free) line with portal issues. If you do, you will be asked to complete the online support request form.

**NOTE:** This notification does not apply to insurance companies.