


# Continuing Education Registration FAQs

*Below are Frequently Asked Questions in relation to Client First Events and Online Registration system. For more specific license renewal information, please visit the Continuing Education page on the Maryland Insurance Administration's (MIA) website. [Click Here](#) to visit.*

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### Are there any upcoming Continuing Education Classes?

For a complete list of courses offered by Client First, visit [www.clientfirst.com](http://www.clientfirst.com). We also provide online registration for a few chapters of NAIFA, and these are also posted here. There is currently no collective listing of ALL upcoming CE courses.

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### Where do I check the status of my credits?

Prometric is MIA's vendor for continuing education services. To view your continuing education transcript, please visit Prometric's CE page on their [website](#), or call Prometric at: 1-800-324-4592.

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### Do I have to stay the entire class to earn CE Credit?

Yes! You must stay for the entire class in order to receive the full CE Credit. Additionally, no partial credit can be given for a class. Staying for half of a 2 credit class does NOT mean you will receive 1 credit.

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### Will I get my CE certificate after class?

For most classes, if you pre-registered, you will receive your certificate at the end of the class. If certificates are distributed at the end of the class, be sure to pick yours up or you will not receive CE credits for that class. Certificates for most NAIFA classes will be mailed to you.

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### When will I see my credits appear?

Attendees of Client First events will be reported to Prometric usually within 2 business days of attending the CE Class. Assuming all given information is complete and correct, CE credits usually show on the Prometric site in a week.

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### Are credits good for Virginia as well?

A few courses are also approved for VA, but it varies by course. Please be sure to read the approval line of the invitation, as it will indicate whether the course is only approved in MD, or also has approval in VA.

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### Why do I have to check in at the beginning of each session?

We simply want to make sure you are still in attendance. This is to make sure you are in the class from beginning to end.

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### What happens if I miss a class during an 8 hour CE Day?

If you were registered for more than one class and you either came late or had to leave – you are qualified for a credit (in the full amount of payment) towards the next course you register. Please advise a Client First staff member at the registration desk for full information.

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### I keep getting emails, how do I get them to stop?

When you receive an email invitation about an upcoming event, you may respond in two ways. Click YES to continue to the registration screen(s). YOU MUST COMPLETE THE REGISTRATION PROCESS TO REGISTER. Click NO to decline the invitation to this event. Clicking NO will give you one more email saying we received your response. You will NOT receive any further correspondence on this event. If you no longer wish to receive ANY email invitations, please select the "Opt-Out" option at the very bottom of your email. NOTE: THIS WILL TAKE YOU OFF OF THE CE EMAIL LIST FOR ALL EVENTS.

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### Why are Social Security Number and License Number needed?

The Maryland Insurance Administration (MIA) is now requesting the producer license (RPI) number to file for CE credits. This will take the place of SSN. In the case of Online Registration, License Number is now **required** and Social Security Number is optional. If you do not know your MD License Number at time of registration, you may input your SSN instead. Please be aware that if neither number is supplied, it may cause a delay in the issue of your continuing education certificate.

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### What is the difference between a Pre-Registration and a Walk-in Registration?

Pre-registering online is an easy way to register for CE Credits. This can include: choosing your classes, times and even accept a payment. Online registration also saves your information, so once you register online, you should never have to fill out information again (requires registration from an email invitation). To be sure you are on this email list, email [clientfirst@clientfirst.com](mailto:clientfirst@clientfirst.com) or call 1-800-966-1495). You may choose to register over the phone or via fax. Feel free to call our office at 1-800-966-1495 or email [clientfirst@clientfirst.com](mailto:clientfirst@clientfirst.com) for a registration form. Walk-in registrations are always welcome, but will take a little more time at the registration desk. You will need to fill out the same registration form and payment is due immediately. For Client First sponsored events, registering at least 48 hours in advance will ensure a CE Certificate is ready for you at the end of the attended class. Walk-in registrations will not receive a certificate at the end of class, it will be produced and mailed to you once your information is reported to Prometric.

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### Am I an "Associate Producer"?

"Associate Producer" refers to a producer who has acquired the privilege to attend events for free or a discounted rate. This privilege DOES NOT apply to staff members of the "Associate Producer". "Associate Producers" will automatically be charged the appropriate rate when signing in with their email address as it is on file with Client First. "Associate Producers" include the past convention qualifiers (as of 2003), Top Gun award winners (as of 2003), agents in the Dedicated Producer program, agents qualified for the 2009 Vacation Incentive Program and selected agents based on past and projected performance. Please call your Sales Manager for details.

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## What is an acceptable form of payment?

Online registration allows you to make a credit card payment over the internet. We accept Visa, Mastercard and American Express. You may also choose to mail a check to our office prior to the event date. Please make all checks payable to Client First and mail to 303 West Allegheny Avenue □ Towson, MD 21204. For your own security, **NEVER SEND CASH THROUGH THE POSTAL SERVICE.**

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## How do I modify or cancel my registration?

For most events, you may modify or cancel your registration online. From your confirmation email, click the link, enter your confirmation number and choose the correct action from the menu on the left. If you paid by credit card online, you will automatically receive a refund to the card used. Depending on your billing cycle, this can take up to 2 months to appear on your statement. You will receive a notification that your registration has been modified or canceled. We suggest keeping this email for your records. If your particular event does not allow online modification, or you need assistance, you may contact us at [clientfirst@clientfirst.com](mailto:clientfirst@clientfirst.com) or 1-800-966-1495.

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## What is the Refund Policy?

For Client First events, full refunds are given to those who make the request within 72 hours prior to the event date. Exceptions can be made but are not required. In the case of an event that is NOT sponsored by Client First, a refund is purely at the discretion of the CE Sponsor. Please email [clientfirst@clientfirst.com](mailto:clientfirst@clientfirst.com) or call 1-800-966-1495 to request a refund.

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## If I cancel my registration, can I obtain credit for future events?

As stated above, if you paid by credit card and cancel your registration online – the refund is automatically processed through our system. If you would like to make a special request, please do not cancel online and call us at 1-800-966-1495 and we will be happy to assist you.

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## When an event has sessions – why does it say the Event is “complimentary”?

When registering through the online system, an event may have more than one option to select from, this is called a “session”. In this case, the required option is “Event Registration” and will show “Complimentary” as it’s fee. You will only need to pay the fee (if applicable) for the sessions in which you enroll. For example, in the case of a Client First Continuing Education Day, this event has 4 separate classes to choose from. Event Registration is marked at \$0. Each class separately is a set amount, or choose all day for a discounted price. Each option is a “session”. **WHEN SESSIONS EXIST, YOU MUST SELECT AT LEAST ONE IN ORDER TO BE REGISTERED FOR THE EVENT.**

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## I registered but didn’t receive a confirmation email, what happened?

In this case, the usual reason is the “finish” button was not clicked on the final registration page. Be sure to click FINISH once you enter payment information. This will lead you to a confirmation page with a confirmation number and a summary of your registration.

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**I entered payment information, clicked FINISH and received a confirmation number and email, but when checking in was marked as “unregistered”. Was my credit card charged?**

Registrations are processed prior to credit cards being approved. In rare cases, a credit card can be denied – thus canceling the registration. This is not a cause for alarm. Please be aware that we do not get specific decline reasons for each instance. Reasons for decline can include, but are not limited to, expired card, wrong expiration date, card number mistyped, wrong billing address submitted, etc. Please keep in mind our vendor checks all this information for your protection.

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**Registration is closed online, but I still want to register. What do I do?**

Once registration is closed online, you have two options. If you want to pre-register, call us at 1-800-966-1495. Otherwise, you are welcome to register at the door.

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