

**STATE OF HAWAII**  
**DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**  
**INSURANCE DIVISION**

335 MERCHANT STREET, ROOM 213, HONOLULU, HAWAII 96813  
P.O. BOX 3614, HONOLULU, HAWAII 96811  
Phone Number: (808) 586-2790  
Fax Number: (808) 587-6714  
insurance.hawaii.gov

CATHERINE P. AWAKUNI COLÓN  
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI  
DEPUTY DIRECTOR

COLIN M. HAYASHIDA  
INSURANCE COMMISSIONER


DAVID Y. IGE  
GOVERNOR

JOSH GREEN  
LIEUTENANT GOVERNOR

October 15, 2020

MEMORANDUM 2020-13LIC

TO: All Licensed Insurers  
All Licensees

FROM: Colin M. Hayashida   
Insurance Commissioner

SUBJECT: Online Applications Mandated for Certain License Applications and  
Certain License Renewals

Because of the continuation of the extraordinary effects COVID-19 is having on the insurance industry in Hawai'i and the concern for the health and safety of the public and Insurance Division personnel, the following shall take effect on November 15, 2020, and continue until further notice.

I. For New License Applications

Applications for the following licenses shall be submitted online at [www.nipr.com](http://www.nipr.com). No hard copy applications for these licenses, unless otherwise noted, shall be accepted at the Insurance Division office.

1. Resident Producer licenses;
2. Nonresident Producer licenses;
3. Resident & Nonresident Producer Limited Lines Producer licenses, with the exception of applications for Limited Lines Self-Service Storage Producer licenses. Applications for Limited Lines Self-Service Storage Producer licenses must be submitted via hard copy to the Insurance Division;
4. Resident & Nonresident Limited Lines Motor Vehicle Rental Company Producer licenses; and
5. Resident & Nonresident Surplus Lines Broker licenses.

\*Note: If licenses were inactivated within two years of inactivation, DO NOT reactivate your license via NIPR. Please contact the Licensing Branch at [inslic@dcca.hawaii.gov](mailto:inslic@dcca.hawaii.gov) for further instructions.

## II. For Certain License Renewals

The renewals for the following licenses (resident and nonresident) shall be submitted online at [www.ehawaii.gov/insrenew](http://www.ehawaii.gov/insrenew). No hard copy license renewals for these licenses shall be accepted at the Insurance Division office.

1. Independent Adjuster;
2. Independent Bill Reviewer;
3. Life Settlement Broker;
4. Life Settlement Provider;
5. Limited Lines Motor Vehicle Rental Company Producer;
6. Limited Lines Portable Electronic Producer;
7. Limited Lines Producer;
8. Managing General Agent;
9. Producer;
10. Public Adjuster;
11. Reinsurance Intermediary Broker;
12. Reinsurance Intermediary Manager; and
13. Surplus Line Broker.\*

\*Note: Renewal of a Surplus Lines Broker license (and Producer license, if licensed for both) may also be made through [www.nipr.com](http://www.nipr.com). **DO NOT renew a Surplus Lines Broker license (and Producer license, if licensed for both) through both websites, just one or the other.**

This Commissioner's Memorandum amends previous Memorandums to the extent that the license applications and renewals listed above must be submitted electronically. Hard copies of the above license applications and renewals received by the Insurance Division on and after November 15, 2020, shall be returned.

PLEASE NOTE THAT BECAUSE APPLICATIONS AND RENEWALS ARE BEING SUBMITTED THROUGH THIRD-PARTY VENDORS, THE INSURANCE DIVISION **CANNOT ISSUE REFUNDS** FOR APPLICATIONS OR RENEWAL OF LICENSES SUBMITTED IN ERROR.

Please contact the Insurance Division Licensing Branch at [inslic@dcca.hawaii.gov](mailto:inslic@dcca.hawaii.gov) if you have any questions on this matter.