

BULLETIN

COVID-19 Update Processing of Renewals and New Applications Financial Services Regulation Division

In an effort to maintain the safety and well-being of staff, clients and the community, Service NL has enacted a number of social distancing actions to help limit the spread of the COVID-19 virus. This bulletin is being issued to advise stakeholders about updates to the various licenses processed by the Financial Service Regulation Division.

Our division is now operating on a significantly reduced staffing schedule, and there will be delays as we begin processing new license applications. Our division will not be cancelling licenses during the period of the public health emergency as issued by the province's Chief Medical Officer.

UPDATE ON NEW APPLICATIONS AND LICENSE RENEWALS FOR:

- Real Estate Salespersons and Agents
- Mortgage Brokers
- Insurance Companies
- Insurance Adjusters, Agents, Representatives and Brokers
- Prepaid Funeral Services

Renewals (Annual Report & Fee Payment):

- All licenses will remain valid during the public health emergency as issued by the province's Chief Medical Officer.
- The Superintendent will not be cancelling any licenses or sending out license renewal notifications during this time.

- An updated bulletin will be issued once the Financial Services Regulation Division is back at regular operation and renewal processing is re-established. Timely updates will be posted at <https://www.gov.nl.ca/snl/insurance/bulletins/>
- Renewals received by our division prior to March 26 will be processed and confirmation letters mailed.

New License Applications

- Our division will now begin accepting new applications starting the week of April 20
- New applications will be processed based on the order in which they are received
- Applications can be mailed, emailed or faxed and details on how to send your application and payment of fees are outlined below
- If you have an inquiry regarding your new application license, please email your inquiry to: SNLFinServiceNewApp@gov.nl.ca
- New license applications can be located at: <https://www.gov.nl.ca/snl/forms/>

Options on how to send your new application:

1. By mail, address below:

ServiceNL
Financial Services Regulations Division
West Block, 2nd Floor, Confederation Building
P.O. Box 8700
St. John's, NL A1B 4J6

2. By email, email addresses below:

New License Applications: SNLFinServiceNewApp@gov.nl.ca

3. By Fax: 709-729-3205

Options on how to pay for your new application fees:

1. Cash payments are temporarily suspended and will not be accepted at this time through Central Cash.
2. Credit card payments of \$1725 or less are being accepted by Central Cash over-the-phone. Customers looking to avail of this service should call (709) 729-3042. ***Important: please review the attached Pre-authorization Credit Card Form and have all information ready when calling Central Cash. An email receipt from Central Cash should be requested and attach a copy of the email receipt to the application. Our division is unable to process new applications without email receipt.***
3. Credit Card payments over \$1725 are being accepted by Central Cash over-the-phone though transaction time will take longer for processing due to the amount. Customers looking to avail of this service should call (709) 729-3042. ***Important: please review the attached Pre-authorization Credit Card Form and have all information ready when calling Central Cash. An email receipt from Central Cash should be requested and attach a copy of the email receipt to the application. Our division is unable to process new applications without email receipt.***
4. Make cheque payable to Newfoundland Exchequer for the fee outlined on the license application and mail cheque with document to the address noted above.

For inquiries relating to renewals only:

Email: SNLFinServiceRenewal@gov.nl.ca

All other inquiries for our division:

Due to the high volume of requests and our reduced capacity, we kindly ask you not to call our office to check on the status. If you are seeking a status update, please send an email and we will respond as soon as possible, given our reduced capacity.

Call: 709-729-4834

Email: servicenlinfo@gov.nl.ca

Renee Dyer

Director of Financial Services Regulation



Government of Newfoundland and Labrador
P.O. Box 8700, St. John's, NL A1B 4J6

Pre-Authorized Credit Card Form

SECTION A - Personal Information (Please print)

| | | | |
|--|---|---|-----------------------|
| Client Name * | | | |
| Invoice Number | | | |
| Customer Number | | | |
| Reason for Payment | | | |
| Contact Phone No. * | Email Address: | | |
| Select Payment Frequency | I authorize the Government of Newfoundland and Labrador to charge my (Choose one) | <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa | Last 4 digits on card |
| <input type="checkbox"/> Onetime Payment | Payment Amount : | | |
| <input type="checkbox"/> Periodic Payments | Number of payments: | Start Date: | End Date: |
| Additional Details: | | | |
| | | | |

Signature of Card Holder:

(Transactions over \$300.00)

✂ Cut below line ✂

SECTION B - Credit Card Information

| | | |
|---------------------|--|--------------|
| Card Holder's name: | | |
| Credit Card No: | | Expiry Date: |
| | | |