

program provider shall submit a copy of the list to the commissioner within 15 working days of the end of a program presentation.

C. The provider shall also maintain electronic records of course completion in a format compatible with the commissioner's specifications to facilitate the electronic reporting and transfer of attendance information from the provider to the commissioner.

D. The provider shall present a certificate of successful completion to each producer license candidate who successfully completes the prelicensing program. This certificate shall be in a form acceptable to the commissioner and shall include the name of the producer license candidate and the identification number assigned to the prelicensing program by the commissioner.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1571 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2172 (July 2011).

#### **§525. Fees**

A. All applications submitted to the commissioner seeking certification of a prelicensing program shall be accompanied by the fee set forth in RS 22:821(29).

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1571 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2172 (July 2011).

#### **§527. Complaints**

A. The commissioner shall review all complaints lodged against a provider or instructor of a program. Every provider shall respond to an inquiry from the commissioner regarding a complaint within 30 days of receipt of such inquiry. The commissioner may take any necessary action to resolve the complaint. Any disciplinary action required shall be taken by the commissioner in accordance with the Louisiana Insurance Code, specifically R.S. 22:2191-2208.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1571 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2172 (July 2011).

#### **§529. Violations**

A. The commissioner may deny, suspend, or rescind the certification of a prelicensing program should he find the program, the instructors or the provider of the program have violated any provision of this Rule or any applicable provisions of the Louisiana Insurance Code or should he find that continued operation of the prelicensing program is not in the best interest of the citizens of this state or the insurance buying public.

B. Any denial, suspension, or rescission of the certification of a prelicensing program shall comply with the provisions of R.S. 49:961.

C. An aggrieved party affected by the commissioner's decision, act, or order may demand a hearing in accordance with R.S. 22:2191 et seq.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1571 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2172 (July 2011).

## **Chapter 7. Rule Number 10— Continuing Education**

### **§701. Authority**

A. This Rule is promulgated in accordance with R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, and R.S. 22:1708.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2173 (July 2011).

### **§703. Purpose**

A. The purpose of this Rule is to protect the public, maintain high standards of professional competency in the insurance industry, and maintain and improve the insurance skills and knowledge of producers and adjusters licensed by the department. This shall be accomplished by prescribing the following:

1. minimum standards of continuing education in approved subjects that a licensee must periodically complete;
2. procedures and standards for the approval of such education; and
3. a procedure for establishing to the department that continuing education requirements have been met.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2173 (July 2011).

### **§705. Applicability and Scope**

A. This Rule applies to all natural persons who are licensed by the department as producers for the lines of life, health and accident, property, casualty, bail bonds, personal lines or title and all adjusters licensed by the department. This Rule shall also apply to the providers of continuing education programs and instructors for such programs.

B. The requirement for the completion of continuing education shall not apply to the following:

1. nonresident licensees who have met the continuing education requirements in their home state. If a producer or adjuster is not required to take continuing education in his home state that producer or adjuster is not required to submit continuing education credits to renew his Louisiana license;

2. an individual renewing a resident producer license for the first time after initial issuance. Thereafter the licensee shall be subject to all applicable continuing education requirements;

3. an individual licensed as an adjuster who has been licensed for more than one full year on his renewal date. However, such exemption shall be applicable only to the first license renewal for that license. Thereafter the licensee shall be subject to all applicable continuing education requirements;

4. an individual who attains the age of 65 years on or before January 1, 2012 and who either:

a. is no longer actively engaged in the insurance business as a producer and who is receiving social security benefits, if eligible; or

b. is actively engaged in the insurance business as a producer and who represents or operates through a licensed Louisiana insurer.

C. Any person seeking an exemption to the continuing education requirements pursuant to the provisions of Paragraph B.4 above shall attest to his eligibility for the exemption on a form provided by the commissioner.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2173 (July 2011).

#### §707. Effective Date

A. This Rule shall become effective on August 1, 2011 after final publication in the July 2011 *Louisiana Register*.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2173 (July 2011).

#### §709. Definitions

A. As used in this Rule, unless the context otherwise requires, the following definitions shall be applicable.

*Adjuster*—an individual who is licensed by the department as a claims adjuster pursuant to the provisions of R.S. 22:1661-1678 or as a public adjuster pursuant to the provisions R.S. 22:1663-1678.

*Commissioner*—the commissioner of insurance of Louisiana.

*Department*—the Louisiana Department of Insurance.

*Licensee*—an individual licensed as an insurance producer for the lines of life, health and accident, property, casualty, bail bonds, personal lines or title or as a claims adjuster or a public adjuster by the department.

*Producer*—an individual who is licensed by the department as a producer pursuant to the provisions of R.S. 22:1541-1566.

*Provider*—the entity presenting a continuing education program.

*Renewal Period*—the two years immediately preceding expiration of a producer or adjuster license. For the purposes of a newly issued license “renewal period” shall mean the time between the issuance of the license and the next scheduled expiration of the license.

*Self-Study*—an internet, CD-ROM, DVD, or other computer based presentation or a correspondence course.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2173 (July 2011).

#### §711. Continuing Education Requirements

A. As a condition for the renewal of a license, the continuing education provider or licensee must furnish the department, prior to the license expiration date, proof of satisfactory completion of approved programs having the required minimum hours of continuing education credit.

1. Producers licensed for one or more of the lines of life, health and accident, property, casualty or personal lines—24 hours.

2. Producers licensed for the line of bail bonds—12 hours.

3. Producers licensed for the line of title—6 hours.

4. Adjuster license—24 hours.

B. The 24 hours of continuing education required for producers licensed for one or more of the lines of life, health and accident, property, casualty or personal lines shall include a minimum of three hours dedicated to the subject of ethics.

C. The 24 hours of continuing education required for producers licensed for one or more of the lines of property, casualty or personal lines shall include a minimum of three hours dedicated to the subject of flood insurance.

D. The 24 hours of continuing education required for adjusters shall include a minimum of three hours dedicated to the subject of ethics.

E. A producer licensed for one or more of the lines of life or health and accident and licensed for one or more of the lines of property, casualty or personal lines is required to comply with the continuing education requirements for the renewal period of only one of the license types.

F. An individual shall not sell, solicit or negotiate long-term care insurance unless the individual is licensed as an insurance producer for one or more of the lines of life or health and accident and has completed an initial one-time

training course of no less than eight hours and an ongoing training of no less than four hours every renewal period.

G. Failure to fulfill the continuing education requirements prior to the filing date for license renewal shall cause the license to lapse.

H. A license which has lapsed may not be reinstated until the licensee has complied with all continuing education requirements which would have applied had the license continued uninterrupted.

I. Each program applied toward satisfaction of the continuing education requirement for a license shall be completed within the renewal period for which the credit is claimed except that a producer licensed for one or more of the lines of life, health and accident, property, casualty, or personal lines may apply up to ten hours of approved instructions or self-study accumulated during one renewal period to the continuing education requirements for the next renewal period. Continuing education credits dedicated to the subject of flood or ethics may be applied toward the next renewal period as general continuing education credit but may not be used to satisfy the minimum requirement for those subjects.

J. No licensee may be granted credit for a program more than once during a single renewal period.

K. Subject to the provisions of Subsection J above, one hour of continuing education credit shall be awarded to a licensee for each hour completed by that licensee as an instructor or discussion leader for any program approved for continuing education credit by the commissioner.

L. Licensees who successfully complete all prerequisites of a qualified graduate level national designation program and receive the designation shall earn 24 continuing education credit hours.

M.1. Members of state or national professional associations may be granted up to four continuing education credits each renewal period for actively participating in a state or national insurance association in one of the following methods:

a. attend a formal meeting of a state or national association where a formal business program is presented and attendance is verified in a manner consistent with the provisions of this Rule;

b. serve on the board of directors or a formal committee of a state or national chapter of the association, and actively participate in the activities of the board or committee;

c. participate in industry, regulatory, or legislative meetings held by or on behalf of a state or national chapter of the association; or

d. participate in other formal insurance business activities of a state or national chapter of the association.

2. In order to qualify for continuing education credit under this provision, members must attend at least four hours of qualified activities. Continuing education credit

shall be given as one 4 hour increment each year from the association in a manner consistent with the provisions of this Rule. The association shall be responsible for verifying attendance or participation of members for all events where continuing education credit is given under the terms of this provision. Attendance at meetings which are otherwise approved for continuing education credit do not qualify under the terms of this provision. The association shall submit a formal request to the commissioner for approval of continuing education credits issued under the terms of this provision and shall issue a certificate to any licensee to whom such credit is given. This certificate shall meet the requirements of §723.C of this Rule.

3. Continuing education credit for membership in a bail bond association may only be applied towards renewal or reinstatement of a producer license for the line of bail bonds. Continuing education credit for membership in a life, health and accident, property, or casualty type association may only be applied towards renewal or reinstatement of a similar producer license unless the producer is licensed for one or more of the lines of life or health and accident and licensed for one or more of the lines of property, casualty, or personal lines.

4. Regardless of the number of state or national insurance associations in which a licensee actively participates, under no circumstances shall a producer or adjuster receive more than four credit hours per renewal period for such participation.

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22: 1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2173 (July 2011).

### **§713. Waiver of Continuing Education Requirements**

A. A licensee who is unable to comply with continuing education requirements due to military service or some other extenuating circumstance, such as a long-term medical disability, may request a waiver of those requirements. Such request shall be submitted to the commissioner on the form required by the commissioner and shall include such documentation to verify the request as the commissioner may reasonably require.

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22: 1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2174 (July 2011).

### **§715. Program Certification Requirements**

A. An application for certification of a continuing education program shall be submitted to the commissioner not less than 30 days prior to the expected use of the program. Each application shall be on the form and in the format required by the commissioner and shall include:

## INSURANCE

1. the full legal name and federal employer identification number (FEIN) of the provider of the continuing education program;

2. an outline of the program including a list of resource material to be used, a copy of the textbook to be used, description of the training aids to be used, a detailed description of the program, a schedule of the program which clearly indicates the time spent on each subject for which credit is being requested and the cost of the program to each participant;

3. a statement of the method used to determine whether there has been a positive achievement of education on the part of the producer or adjuster taking the program. Such method may be a written examination, a written report by the licensee, certification by the organization providing the program of the attendance or completion of the program by licensee, or any other method approved by the commissioner as appropriate for the subject;

4. if the program is not a self-study program, a schedule of locations where the instructional program will be offered, and a schedule of times and dates when the program will be offered. Any change in the schedule of locations, dates or times of program presentation shall be filed with the commissioner no less than three days prior to the scheduled beginning date of the program presentation;

5. if the program is not a self-study program, information regarding the supervising instructor on the form required by the commissioner and a resume for that instructor that clearly illustrates the individual meets the minimum requirements of §719 of this Rule;

6. if the program is not a self-study program, information regarding all proposed instructors of the continuing education program on the form required by the commissioner and a resume for those instructors that clearly illustrates the instructors meet the minimum requirements of §717 of this Rule. The information submitted must include:

a. disclosure of any disciplinary action for insurance related practices by the department, the insurance department of any other state or any similar state or federal regulatory body against any proposed instructor of the continuing education program;

b. disclosure of any conviction or entry of a nolo contendere plea to any felony, participation in a pretrial diversion program pursuant to a felony charge or conviction of any misdemeanor involving moral turpitude or public corruption of any proposed instructor of the continuing education program.

7. if the program is not a self-study program, the physical address, including room or suite number and a description of the facilities where the program will be presented. All facilities shall meet the requirement of §721 of this Rule.

B. A provider may request that any program materials deemed proprietary or which contain trade secrets be maintained as confidential by the commissioner. All such

requests must be made in strict compliance with the provisions of R.S. 44:3.2.

C. The provider shall not allow credit for hours for any program work that is not conducted under the direct supervision of the program instructor at the approved facility during scheduled program presentation or completed by self-study.

D. Any material changes to information submitted to the commissioner in association with an application for certification of a continuing education program that has been approved by the commissioner must be submitted to the commissioner no less than 30 days prior to the scheduled beginning date of the program presentation. A material change shall include any of the following:

1. change(s) to the instructors of the continuing education program;

2. change(s) to the facility where the continuing education program will be presented;

3. change(s) to the text books, resource material or training materials to be used in the continuing education program.

E. The following general subjects are acceptable for certification as continuing education programs as long as they contribute to the knowledge and professional competence of a licensee and demonstrate a direct and specific application to insurance:

1. insurance and risk management;

2. insurance laws, regulations and ethics;

3. programs in economics, business, management, computers, finance, taxes and laws which relate specifically to the insurance business;

4. claims management and damage assessment;

5. any other such subjects which may be related or that have a direct and specific application to the insurance industry and which contribute to the professional competence of a licensee. This may include but is not limited to subjects such as securities and finance.

F. The following general subjects are not acceptable for certification as continuing education programs:

1. any program used to prepare for taking an insurance or securities licensing examination;

2. general computer programs not specifically related to the business of insurance or adjusting;

3. motivational, psychology, communications, or sales training programs;

4. general business programs not specifically related to the business of insurance or adjusting;

5. any program not directly and specifically applicable to the insurance or adjusting business.

G. The commissioner shall not certify a continuing education program unless the program meets the following standards.

1. The program must have significant intellectual or practical content to enhance and improve the insurance knowledge and professional competence of participants.

2. The program must be developed by persons who are qualified in the subject matter and instructional design.

3. The program content must be current and up to date.

4. The program includes a means for evaluating the quality of the education provided.

5. The instructors of the program are qualified in respect to the content of the program and the teaching method employed to present the program.

H. If a provider utilizes published program materials, including text books, outlines or other similar materials, each attendee must be provided with a complete original text of the material as part of the fee for the program. This text shall be retained by the attendee and shall not be returned or resold to the provider. No substitute texts, outlines, summaries or copyright infringement is permitted.

I. A program may be certified for one or more of the following license types and credit shall be granted only to a licensee holding the type or types of license for which the program is approved:

1. producer—life;
2. producer—health and accident;
3. producer—property;
4. producer—casualty;
5. producer—personal lines;
6. producer—bail bond;
7. producer—title;
8. adjuster.

J. Certification of a continuing education program shall expire three years from the date of certification. A provider may request renewal of the certification by submitting all information required by this section to the commissioner no less than 60 days prior to the expiration of the certification.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2175 (July 2011).

#### **§717. Measurement of Credit Hours**

A. Credit hours for continuing education programs shall be determined by the commissioner in compliance with the provisions of this Rule.

B. Professional education programs shall be credited for continuing education purposes in full hours only. The number of hours shall be equivalent to the actual number of hours in the classroom in instruction or participation. Each hourly period must include at least 50 minutes of continuous instruction or participation. For this purpose, a one-day program will be granted eight hours credit if the total lapsed time is approximately eight hours and the total time of instruction is at least 400 minutes.

C. University or college upper division credit or noncredit programs shall be evaluated as follows.

1. Each semester system credit hour shall not exceed eight hours toward the requirement.

2. Each quarter system credit hour shall not exceed four hours.

D. The number of continuing education credit hours will be limited to a maximum of eight hours per day of instruction. The maximum number of continuing education credit hours that will be approved for any single program will be 24 credit hours.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2176 (July 2011).

#### **§719. Instructor Qualifications**

A. Every provider of a continuing education program shall submit to the commissioner on the forms and in the format required by the commissioner the name and qualifications of all instructors for the continuing education program. The supervisory instructor shall be responsible for the conduct of any other instructors or guest instructors and shall be responsible for assuring the quality of the instructional program. Every supervisory instructor shall have a minimum of five years of insurance experience and/or graduate level or professional education satisfactory to the commissioner.

B. All instructors must possess the necessary qualifications to enable them to teach the program and to present the instructional material. Special consideration may be granted by the commissioner where it is determined that the specific background of the instructor warrants such consideration.

**AUTHORITY NOTE:** Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

**HISTORICAL NOTE:** Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2176 (July 2011).

#### **§721. Training Facilities Requirements**

A. For every program other than a self-study program, the provider shall furnish training facility descriptions when applying to become an approved provider of continuing education program. At a minimum, all training facilities shall:

1. provide an atmosphere conducive to educational presentation, including good housekeeping, controlled environment as to heating and cooling, proper lighting and proper furnishing;

2. be easily accessible and secure for the safety of the attendees;

3. be dedicated for the exclusive use of the instructional program while in session;

4. provide ready access to rest rooms and other facilities of human needs to the attendees;

5. provide a proper layout to ensure that training aids, overhead viewing equipment and other such aids are easily visible by all attendees of the program.

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2176 (July 2011).

#### **§723. Authority of the Commissioner to Conduct On-Site Review of Continuing Education Programs**

A. The commissioner or his designee shall have the authority to visit a training facility and review the provider's program at any time. Said visits may include the review of curriculum records, review of attendance records, and observation of instructional sessions in progress.

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2176 (July 2011).

#### **§725. Program Completion**

A. Every provider shall maintain a list of all individuals who have successfully completed a continuing education program presented by that provider for a period of not less than five years from the date of course completion. The list shall contain the identification number assigned to the program by the commissioner and the name, and such distinct information as necessary to clearly identify all individuals who successfully completed the program and the date of completion of the course. Every provider shall submit a copy of the list to the commissioner within 30 calendar days of program completion.

B. Every provider shall also maintain electronic records of program completion in a format compatible with the commissioner's specifications to facilitate the electronic reporting and transfer of attendance information from the provider to the commissioner.

C. Every provider shall present a certificate of successful completion to each licensee who successfully completes the continuing education program. This certificate shall be on a form acceptable to the commissioner and shall include the

name of the licensee and the identification number assigned to the program by the commissioner.

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2177 (July 2011).

#### **§727. Fees**

A. All applications submitted to the commissioner seeking certification of a continuing education program of instruction shall be accompanied by the fee set forth in R.S. 22:821(29).

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2177 (July 2011).

#### **§729. Complaints**

A. The commissioner shall review all complaints lodged against a provider or instructor of a program. Every provider shall respond to an inquiry from the commissioner regarding a complaint within 30 days of receipt of such inquiry. Any disciplinary action required shall be taken by the commissioner in accordance with the Louisiana Insurance Code, specifically R.S. 22: 2191-2208.

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22: 1673, R.S. 22:1678, R.S. 22:1702, R.S. 22: 1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2177 (July 2011).

#### **§731. Violations**

A. The commissioner may deny, suspend, or rescind the certification of a continuing education program should he find the program, the instructors or the provider of the program have violated any provision of this Rule or any applicable provisions of the Louisiana Insurance Code or should he find that continued operation of the continuing education program is not in the best interest of the citizens of this state or the insurance buying public.

B. Any denial, suspension, or rescission of the certification of a continuing education program shall comply with the provisions of R.S. 49:961.

C. An aggrieved party affected by the commissioner's decision, act, or order may demand a hearing in accordance with R.S. 22: 2191 et seq.

AUTHORITY NOTE: Promulgated in accordance with R.S. 22:11, R.S. 22:1573, R.S. 22:1673, R.S. 22:1678, R.S. 22:1702, R.S. 22:1708 and the Administrative Procedure Act, R.S. 49:950 et seq.

HISTORICAL NOTE: Promulgated by the Department of Insurance, Office of the Commissioner, LR 37:2177 (July 2011).