



FLORIDA DEPARTMENT OF FINANCIAL SERVICES
Division of Insurance Agent and Agency Services – Bureau of Licensing

It is your responsibility to ensure you have the most [current version](#) of this document.

Resident Customer Representative License

TYPE AND CLASS:

4-40 Resident Customer Representative

Common Use(s) of License:

A salaried employee of the general lines (property and casualty) agent or agency that may transact automobile, water craft, home, motorcycle, and pet insurance under the supervision of a licensed and appointed general lines agent.

STEPS TO OBTAIN 4-40 RESIDENT CUSTOMER REPRESENTATIVE LICENSE:

Step 1 - You must be:

- A natural person at least 18 years of age.
- A [United States citizen or legal alien](#) who possesses a work authorization from the United States Immigration and Naturalization Services.
- Not hold a resident license in another state.
- A resident of the state of Florida

OR

- A resident of another state sharing a common boundary with this state and has been employed in this state for a period of not less than 6 months by a Florida licensed and appointed general lines agent.

Step 2 - Must have the following prerequisite(s) before applying:

- Within the last 4 years, awarded one of the following department-approved [designations](#):
 - Accredited Advisor in Insurance (AAI) from the Insurance Institute of America
 - Accredited Customer Service Representative (ACSR) from the Insurance Institute of America
 - Associate in General Insurance (AINS) from the Insurance Institute of America
 - Certified Insurance Counselor (CIC) from the Society of Certified Insurance Service Counselors
 - Certified Insurance Representative (CIR) from the All-Lines Training provider
 - Certified Insurance Service Representative (CISR) from the Society of Certified Insurance Service Representatives
 - Certified Professional Service Representative (CPSR) from the National Foundation for CPSR
 - Chartered Property and Casualty Underwriter (CPCU) from the Insurance Institute of America
 - Chartered Customer Service Representative (CCSR) from the American Insurance College

- Insurance Customer Service Representative (ICSR) from Statewide Insurance Associates LLC
- Professional Customer Service Representative (PCSR) from the Professional Career Institute
- Registered Customer Service Representative (RCSR) from an Accredited Postsecondary Institution in this State

OR

- Earned a degree which includes at least 9 credit hours of insurance instruction with specific instruction in property, casualty, and inland marine insurance from an accredited college or university. [An official transcript is required]. [Exempt from Designation Requirement above (state licensing examination is no longer a way to qualify)]

Step 3 - Apply:

- Answer all of the questions and pay the fees to complete online application.
[Review fees](#)
[Apply](#)
[Fingerprinting fees](#) are not included and must be paid directly to vendor

Step 4 - Send prerequisite(s) to department:

- Send proof of prerequisite, as indicated in **Step 2**, to the Bureau.
Email to: agentlicensing@myfloridacfo.com

Step 5 - Fingerprints:

- You must be [fingerprinted](#).

Step 6 - Status notification(s):

- Once an application has been submitted, you may check your [MyProfile](#) account for the status of your application. Deficiencies will be listed under the pending license type.
- Once all the above steps have been satisfied, the department will send your approval by email. You may then go to your [MyProfile](#) account and click the “Wallet” and/or “Letter” hyperlink(s), under the “Print Licenses” section, to generate a copy of your license for printing.

Special Note:

- Licensees must be appointed by, and the limited license requested by, a licensed General Lines agent. All business transacted by the limited agent shall be in behalf of, in the name of, and countersigned by the agent by whom the individual is appointed. The licensee may only be appointed by one General Lines agent or agency.
- You may conduct Crop Hail insurance business through a Resident General Lines (2-20) license.
- This license will expire if unappointed for 48 months. [Section 626.431\(3\), Florida Statutes](#).
- Third party access must be authorized by the licensee through MyProfile in order for the third party to manage the licensing submissions and changes on behalf of the licensee.
- Related Statute: [s. 626.321\(1\)\(f\), F.S.](#) (licensing)

- **626.7351(b)** The applicant is a resident of another state sharing a common boundary with this state and has been employed in this state for a period of not less than 6 months by a Florida resident general lines agent licensed and appointed under this chapter. The applicant licensed under this subsection must meet all other requirements as described in this chapter and must, under the direct supervision of a licensed and appointed Florida resident general lines agent, conduct business solely within the confines of the office of the agent or agency whom he or she represents in this state.