



# State of Arizona Department of Insurance



## Going Live with State Based Systems (SBS)

The Arizona Department of Insurance (“ADOI”) is going live with a new back-office software solution, **State Based Systems (SBS)**. We are excited about new capabilities that SBS will provide to us and to you.

Once we’re up and running, we encourage you to take advantage of the new online tools that will be available.

[Click here to learn more about SBS.](#)

### Important Information about Our Move to SBS

Our move to the new system will require us to temporarily shut down professional licensing operations, including online applications through NIPR, starting April 10. We expect to be live on SBS between April 18 and April 21.

*We sincerely **thank you** for your patience while we make our move to SBS!*

With SBS, license numbers of Arizona-licensed insurance professionals will change. Immediately after our system conversion, we will make a CSV file available on our web site at no charge that contains a list of all licensees and, for each, the licensee’s name, the old (“legacy”) license number and the new SBS license number.

#### Tools for Arizona Citizens

**SBS Lookup:** Use the new free public lookup to verify National Producer Number (NPN), license status, license expiration date, and other information about Arizona-licensed insurance companies and insurance professionals.

**Consumer Information Source (CIS):** Do you believe your insurance claim was wrongfully denied or do you believe an insurance company or insurance professional violated Arizona law? File a complaint online using the [Consumer Information Source](#).

**Online Fraud Reporting System (OFRS):** Use the [Online Fraud Reporting System](#) if you have evidence that a person or business committed insurance fraud (e.g. submitted a fraudulent claim to an insurance company, exaggerated damage in order to be paid more, etc.).

#### Tools for Insurers and Licensing Coordinators

**SBS for Organizations:** Sign on using a single ID and password to complete license administration functions such as submitting updated licensee information and printing licenses. [Click here to sign up.](#)

**Report Generator:** Create a mailing list of licensees (individuals and/or business entities) for a nominal fee. Lists contain licensee name, license number, national producer number, business and mailing address, CE compliance and much more, available through the [SBS “Your Insurance Regulatory Toolset” web site](#).

**Online Fraud Reporting System (OFRS):** If you are not able to use the National Insurance Crime Bureau (NICB) system to report insurance fraud, [refer cases to us through the OFRS](#). ADOI will receive your referrals (whether submitted through NICB or OFRS) directly in SBS.

#### Tools for Insurance Professionals

**Arizona Launch Page:** Find contact information and links to all the SBS tools for Arizona at <https://sbs-az.naic.org/>

**Expanded NIPR Licensing:** Use the National Insurance Producer Registry (NIPR) system (<http://www.nipr.com/>) to apply for, renew or update any type of Arizona insurance professional license.

**SBS - Your Insurance Regulatory Toolset:** Use [“Your Insurance Regulatory Toolset” web site](#) to:

- **Lookup License Information:** Verify license number, NPN, license status, license expiration date and much more for insurance companies, insurance professionals and other Arizona-licensed entities.
- **Print Your License:** Take advantage of free, unlimited license printing.
- **E-mail Update:** Use License Manager to view and update business, mailing and residence e-mail addresses for individuals and business entities as required by Arizona law ([ARS § 20-286\(C\)\(1\)](#)) and to ensure you receive renewal notices and other ADOI correspondence.

#### SBS Help Desk

For errors or help with SBS, contact:

**SBS Help Desk**

[sbshelp@naic.org](mailto:sbshelp@naic.org)

816-783-8990

Monday – Friday, 8 a.m. – 5 p.m., CST

