

DEPARTMENT OF INSURANCE

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**NOTICE**

TO: Admitted Insurers, Insurance Agents and Brokers, Bail Agents, Public Adjusters and Other Interested Parties

DATE: January 18, 2017

SUBJECT: New Agent Language Locator Service

The California Department of Insurance (CDI) is in the process of developing an online agent language locator service to be made available on its website. Once launched, consumers will be able to search for insurance agents and brokers in a selected zip code or city that speak their chosen language. The service will also be available for consumers to search for bail agents and public adjusters.

Before this new service can be launched, CDI needs your help! To ensure that this service is a success we must have a substantial number of insurance producers included in our database who speak languages other than English. Because CDI does not currently have information about the languages its licensees speak, we will need to collect this data from you.

Participating in the online language locator service will let both your prospective customers and current clients know which languages you speak fluently.

To collect data on languages spoken by its licensees, CDI developed a secure portal on our webpage for insurance agents and brokers, bail agents and public adjusters to easily enter this information. Below are instructions for how to do this.

- Step 1 Log on to the Online Address Change Service
<https://interactive.web.insurance.ca.gov/tflrs/addressChange/Welcome.jsp>
- Step 2 Select your license type (choose individual) and enter the following information when prompted to do so: license number, birth date, and the last four digits of your social security number;
- Step 3 Select Update Language Spoken;
- Step 4 Follow the instructions on how to select and add language(s) to your license record;
- Step 6 Select the next button to verify that the addresses that we have on record for you are correct; and, exit the Online Address Change Service.

You may view your license record that shows the languages you selected by accessing CDI's Check License Status at <http://www.insurance.ca.gov/0200-industry/0008-check-license-status/>. The list of language(s) are displayed after your business address.

When the Insurance Agent Language Locator online service is launched later in 2017, the language(s) you submitted will be included in a search result that consumers selected when requesting a list of licensees that speak their desired language. The licensees listed will be located within 50 miles of the consumer's selected city or zip code. The list will also provide consumers with the licensee's business telephone numbers, links to CDI's Check License Status web page, and a Google map for each of the licensee's business locations. And, the service will be accessible from both cell phones and desktop computers.

If you have any questions on how to enter your language information, please contact the Licensing Hotline at (800) 961-9331.