STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
Nashville, Tennessee

MEMORANDUM

TO: All Registered Navigators and Certified Application Counselors, and All Applicants or Potential Applicants for a Navigator or Certified Application Counselor Registration with the State of Tennessee

FROM: Chlora Lindley-Myers, Deputy Commissioner

DATE: November 13, 2013

RE: Fingerprinting Procedures for Navigators and Certified Application Counselors

The Department of Commerce and Insurance (Department) has received the requisite information from the U.S. Federal Bureau of Investigation (FBI) to begin processing fingerprint-based federal criminal background checks. This Memorandum is meant to provide guidance regarding fingerprinting requirements for individuals applying for a navigator or certified application counselor registration under Rule 0780-01-55-.04.

The Department intends to implement the fingerprinting submission and background check for all new navigator or certified application counselor (CAC) applications effective November 14, 2013. Beginning on November 14, any individual submitting an application must submit fingerprints and successfully complete a background check to be considered for registration. The Department will not issue a registration to any applicant that has not successfully completed the fingerprinting and background check requirements.

Individuals who have received confirmation from the Department of a submitted navigator or certified application counselor application as of 4:30 p.m. on November 13 must submit a complete set of fingerprints by December 16, 2013, and thereafter successfully complete a background check. These individuals may continue to offer public assistance until such time as the results of their fingerprints are received by the Department so long as they submit their fingerprints by December 16. Individuals who have not submitted a complete set of fingerprints by December 16, 2013, will be required to immediately cease operations as a navigator or a CAC. Individuals who do not successfully complete the background check after submitting their fingerprints, will be required to immediately cease operations as a navigator or CAC as soon as the Department receives the results of the background check. Individuals and their affiliated navigator entities or CAC organizations will be promptly notified of an order to cease and desist.

Upon the completion of a completed application and successfully completed criminal background check, the Department will issue a registration to the individual navigator or CAC applicant.

Guidance on how to register for fingerprinting is attached to this Memorandum.

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
Insurance Division – Agent Licensing
500 James Robertson Parkway
Nashville, TN 37243-1134
Fax: 615 532-2862 **615 741-2693** **ce.agent.licensing@tn.gov**

Registering for Fingerprinting

Online Registration

Available 24 hours a day, 7 days a week.

1. Go to www.identogo.com
2. Click on Tennessee map
3. Enter required information: name, agency (Department of Commerce and Insurance), choose type:

   TN Insurance Producer – ORI # TN920680Z (Transaction Type-IP)

   TN Public Adjuster – ORI # TN920560Z

   TN Navigator/CAC – ORI # TN920783Z

4. Follow prompts for locations and payment

If you need assistance, call 1-(855)226-2937 to speak to a representative.