

Fingerprint FAQs

Agent Licensing & Education

West Virginia Offices of the Insurance Commissioner
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The West Virginia Insurance Department requires a resident applicant for an insurance license to submit their fingerprints for the purpose of a state and federal criminal background check prior to being licensed.

1. Why are fingerprints required?

-) [WV Code §33-12-37](#) established criminal history checks for applicants seeking an insurance producer license.

2. Who is required to be fingerprinted?

-) Candidates desiring to obtain an insurance producer license in one of the major lines of authority
-) Candidates who are adding a line to an existing license
-) Travel Insurance Entity Producer – the DRP, and the president, secretary, treasurer and any other person who directs or controls the travel insurance entity's operation

3. Who is NOT required to be fingerprinted?

-) Fingerprinting is not required for those applying for a limited line producer license, adjusters and nonresident licensees.
-) Producers who were licensed before June 1, 2015 are considered grandfathered and do not need to submit fingerprints unless the producer is adding a line of authority on or after June 1, 2015.
-) Producers who are renewing their license are not required to submit fingerprints.

4. When should I schedule the fingerprinting appointment?

-) The applicant is required to schedule the fingerprinting appointment **AFTER** the examination has been passed.

5. How long are the fingerprints valid?

-) Fingerprints are only valid for 30 days. Candidates with fingerprint results older than 30 days must be fingerprinted again.

6. What happens if I get fingerprinted prior to taking the examination?

-) Fingerprinting reports are only valid for 30 days. If the examination is taken after the fingerprinting reports are no longer valid, you will be required to get re-fingerprinted at the applicant's cost.

7. What is the fingerprint process?

-) Fingerprints will be captured by IdentoGo at an IdentoGo Center, which electronically captures and transmits the digital fingerprints to the West Virginia State Police (WVSP) and the Federal Bureau of Investigation (FBI) for a criminal history and a federal background check.

-) To schedule an appointment you may go online at www.identogo.com and select West Virginia or contact IdentoGo Customer Service at 1-855-766-7746. You must indicate that your fingerprinting results are to be returned to the WV Insurance Commission.
-) You may schedule an appointment up to 2 weeks in advance.

8. Do I need an appointment or can I walk-in to an IdentoGo Center?

-) IdentoGo does accept walk-ins at each location on a first come first serve basis. It is strongly recommended that the applicant schedule an appointment prior to going to the site in order to avoid long waits due to prime appointment slots being taken or having no appointment times available.

9. How much does the fingerprint service cost?

-) The applicant will be required to pay a fingerprinting fee totaling \$44.50 at the time of scheduling.

10. What form of payment is accepted?

-) Prepayment options: e-check and credit card (Visa and MasterCard)
-) Onsite payment options: personal check, credit card (Visa and MasterCard) and money order

11. Why do I need to keep the receipt from the testing center?

-) After the fingerprinting process has been completed, the IdentoGo center will provide you with a receipt. That receipt has a 12 digit TCN number that is identifiable to you. The TCN number will need to be entered on the license application when applying. If applying electronically through NIPR, you are required to fax a copy of the receipt to the Agent Licensing Division at 304-558-4966.

12. What happens when my fingerprint submission is inconclusive?

-) If your first fingerprint submission is returned as illegible, IdentoGo will need you to provide another LiveScan submission at one of their IdentoGo sites at no additional charge if it is submitted within 90 days of the first submission.

13. What other fees are required?

-) The precicensing fee, exam fee and the licensing fee are separate from the fingerprinting fee and are not required at the time of fingerprinting.

14. Once I have taken the precicensing course and obtained my certificate, taken the examination(s) and gotten fingerprinted, what do I do?

-) You will need to apply for the license at [NIPR](#).

15. What is the link to the WV fingerprinting centers?

-) [IdentoGo](#)

16. Where do I request my fingerprinting reports be sent?

-) At the time of fingerprinting you will need to request where the background report (State/Federal) is to be sent. You must you request the report be sent directly to the WV Insurance Commission. The submission of the results will be handled by IdentoGo.

17. Do I receive a copy of my fingerprinting report?

-) No, the applicant will not receive a copy of their fingerprinting report. All results will be sent to the WV Insurance Commission.

[WV Code of State Rules – 114-2A](#)