



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
OFFICE OF FINANCIAL AND INSURANCE REGULATION  
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH  
STANLEY "SKIP" PRUSS, DIRECTOR

KEN ROSS  
COMMISSIONER

# Memorandum

**DATE:** September 21, 2009

**TO:** Insurance Licensees

**FROM:** Sonya W. Dungey, Director   
Insurance Licensing

**SUBJECT:** Email from OFIR Insurance Licensing

Insurance Licensing will be undergoing important changes in the near future that will be of interest to you regarding your insurance license. We are notifying licensees of these significant changes via email, as this is an expedient and a cost-effective method of communication.

Please review the following information to guarantee receipt of email from OFIR:

- Does OFIR have your correct email address?
- Have you provided OFIR with the website address of your agency or company instead of your individual email address? OFIR needs your email address, not the email or website address of the agency or company you work for. For example, [www.inslicensee.com](http://www.inslicensee.com) is not an email address for an individual licensee.
- Are you able to accept email from OFIR? OFIR sends information to licensees from [INS-Licensing@michigan.gov](mailto:INS-Licensing@michigan.gov). Please select [INS-Licensing@michigan.gov](mailto:INS-Licensing@michigan.gov) as a safe email address to accept mail in your account. Otherwise, email from OFIR may be considered a threat and sent directly to your Spam folder.
- Review items in your Spam folder to avoid automatically deleting email from OFIR.
- If your Spam folder is automatically emptied on a daily, weekly, or monthly basis, make a note to check the Spam folder before it is scheduled to be emptied.
- Depending on your internet service provider (ISP), directions will vary for setting Inbox options. Some ISP's suggest creating a contact record when email is received from a new contact. By adding [INS-Licensing@michigan.gov](mailto:INS-Licensing@michigan.gov) to your contact list, you can guarantee receipt of important communication from OFIR.
- If you have a mobile device that allows you to receive email, you may want to set a filter on the device. Some ISP's have filters that will forward only important emails to your phone. You may want to consider this option.

Technology is a vital tool for your regulator and you. As OFIR eliminates paper processes and moves toward web-based services, it is essential that we be able to contact you via email with information regarding your license. **Our goal is to eliminate the use of paper notification by December 31, 2011.** After that, licensees will no longer receive the following items by mail:

- Warning letters indicating CE credits are due in 90 days
- CE suspension letters
- Requests for additional information for licensure
- Licensure notification
- Document requests
- Service requests

By adding [INS-Licensing@michigan.gov](mailto:INS-Licensing@michigan.gov) to your contact list, you can guarantee receipt of this and other important information from OFIR. Please be aware the [INS-Licensing@michigan.gov](mailto:INS-Licensing@michigan.gov) address is used for outgoing messages only. We ask licensees to contact our office using the [OFIR-Licensing@michigan.gov](mailto:OFIR-Licensing@michigan.gov) address for an expedient response.

If you need to update your email address, please contact our office by sending an email message to [OFIR-Licensing@michigan.gov](mailto:OFIR-Licensing@michigan.gov) or by calling our toll free number: 877-999-6442.