

THE STATE



OF WYOMING

## *Insurance Department*

106 East 6<sup>th</sup> Avenue Cheyenne, Wyoming 82002

March 23, 2020

RE: WY Licensing Updates Related to COVID-19

Due to COVID-19, the majority of the Wyoming Insurance Department (Department) will be teleworking from home by order of the Governor. The office will remain open to the public until the Department of Health decides otherwise. Inquiries are suggested to be emailed to the Department as many will not have access to the phone system.

In addition, the Department will be accepting electronic signatures on documents. The licensing change request forms have been updated to accommodate; please use the following link  
<https://sites.google.com/a/wyo.gov/doi/licensing/online-services/forms-links>

In conclusion, the Commissioner will consider waiving license late/reinstatement fees for licensees who are directly affected by COVID-19 (those who test positive or are a primary care giver of someone who test positive) and are unable to renew their insurance license timely. These requests for exception must be emailed to the Licensing Section ([insurancelicensing@wyo.gov](mailto:insurancelicensing@wyo.gov)) and should include the licensee's name, Wyoming license number, expiration and a brief summary of how their situation requires an exception. The Commissioner will not waive initial license or renewal fees, only late fees. Requests will be reviewed on a case by case basis for the remainder of 2020. Licensee's who request an exception will be notified of the approval or disapproval of their request via email. Individuals who are granted an exception, will be given specific instructions on how to proceed with their license. Please contact the licensing section with any questions regarding this.

Thank you for your patience and anticipated cooperation.

Sincerely,

Kayla Reynolds  
Licensing Supervisor

**Licensing** – [insurancelicensing@wyo.gov](mailto:insurancelicensing@wyo.gov)

Please be aware processing times may be slower and check depositing may be delayed.

**Consumer Complaints** – <https://sites.google.com/a/wyo.gov/doi/consumers/consumer-request-for-assistance/file-a-complaint/consumer-request-for-assistance-form>

**General Inquires** – <https://sites.google.com/a/wyo.gov/doi/contact-us>

<http://doi.wyo.gov>