



# SBS FOR INDUSTRY • TRAINING GUIDE

## LOOKUP A NATIONAL PRODUCER NUMBER (NPN)

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➔ **NEED HELP? CONTACT THE SBS HELP DESK • [SBSHELP@NAIC.ORG](mailto:SBSHELP@NAIC.ORG) • 816-783-8990**



**NAIC** National Association of  
Insurance Commissioners

The **Lookup** tool provides real-time, direct access to non-confidential license information such as National Producer Number (NPN), license number, license status, expiration date, license type, line of authority, business phone number and more.

## → STEP 1: LOOKUP TOOL ON SBS WEBSITE HOME PAGE

Go to [www.statebasedsystems.com](http://www.statebasedsystems.com). There are three ways to navigate to the Lookup tool.

The screenshot shows the SBS website home page. At the top, there is a navigation bar with links for Home, Software Services, About Us, News, Contact Us, and Help. The main header features the NAIC logo and the SBS State Based Systems logo. Below the header is a large banner image of two people looking at a computer screen, with the text "Your Insurance Regulatory Toolset".

Three numbered steps are overlaid on the page:

- Step 1:** Select your jurisdiction: (points to a dropdown menu in the top right corner)
- Step 2:** State Services (points to a dropdown menu in the bottom right corner)
- Step 3:** Lookup (points to the "Lookup" link in the center of the page)

The "Lookup" link is highlighted with a green circle. Below the banner, there are three columns of content:

- Left Column:** Iowa Insurance Division is going live on the new version of SBS on Thursday, June 11, 2020. [Learn more »](#)
- Middle Column:** Now available in the new version of SBS:
  - License Manager**
    - Print License
    - Print Education Transcript
    - Update Email Address
  - Lookup** (with a green circle containing the number 3)
    - Companies
    - Courses and Providers
    - Licenses
- Right Column:** State Services (with a dropdown menu)
 

Select a jurisdiction to see a full list of its available services.

**1. Step 1 / Step 2:** In the top right, select a jurisdiction under 'Step 1.' From the options that appear under 'Step 2,' select 'Lookup.'

**2. State Services Launch Page:** In the bottom right hand corner of the screen, select a jurisdiction from the 'State Services' drop down. Select 'Lookup' or 'Licensee Lookup,' depending on what is available on the State Launch Page.

**3. Lookup Direct Link:** Select 'Lookup' from the home page. **This option is only available for states that have transitioned to the new version of SBS.**

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## → STEP 2: LICENSEE SEARCH CRITERIA

Enter search criteria using the following guidelines:

The screenshot shows a 'Lookup Search' form with the following fields and callouts:

- 1** Jurisdiction REQUIRED: A dropdown menu with 'Alabama' selected.
- 2** Search Type REQUIRED: A dropdown menu with 'Licensee' selected.
- 3** Entity Type REQUIRED: A dropdown menu with 'Individual' selected.

Below these fields is a section titled 'Enter one or more additional fields:' with four input boxes: Last Name, First Name, License Number, and NPN.

At the bottom, there is a section for 'Advanced Criteria' with a checkbox for 'I agree to the NAIC's Terms and Conditions' and two buttons: 'Search' and 'Reset'.

**1. Required Search Criteria:** Select the jurisdiction of the licensee you want to look up, select 'Licensee' from the 'Search Type' drop down and select either 'Individual' or 'Business Entity' from the 'Entity Type' drop down. These fields are required.

**2. Additional Criteria Options:** It is recommended to enter at least one more field after the three required. Failure to narrow your criteria will likely result in a constant loading icon, as the system is attempting to retrieve too many records.

**3. Advanced Criteria:** Click on the 'Advanced Criteria' link for the following additional criteria options: License Type, Resident License, Line of Authority, Business City, Business State/Province, Business Zip-code, DBA Last Name and Mailing County.

## → STEP 3: LICENSEE SEARCH RESULTS

View and modify search results. For more information a licensee, click the licensee name link to navigate to the Licensee Summary Page. The licensee NPN is located in the second column.

The screenshot displays the 'State Based Systems - Alabama' Licensee Search Results page. On the left is a 'Lookup Search' sidebar with filters for Jurisdiction (Alabama), Search Type, Licensee, and Entity Type (Individual). Below these are fields for Last Name (ashley), First Name, License Number, and NPN. A 'Search' button is at the bottom. The main table shows search results with columns: License Number, NPN, Name, License Type - Status, License Effective Date, Expiration Date, Is Resident?, LOAs, DBA Name, Business Address, Business Phone, Designated Home State, and License Manager. A table of 10 entries is shown, with the 5th entry highlighted. Callouts 1-6 point to specific UI elements: 1. Search filters, 2. 'Show 10 entries' dropdown, 3. Search filter input, 4. 'Advanced Criteria' link, 5. Licensee name link in the table, and 6. License Manager link in the table.

License Number	NPN	Name	License Type - Status	License Effective Date	Expiration Date	Is Resident?	LOAs	DBA Name	Business Address	Business Phone	Designated Home State	License Manager
589151	16762414	<a href="#">ASHLEY P. ANTHONY, ASHLEY P.</a>	Temporary Insurance Producer-Inactive	08/20/2012	02/20/2013	Yes	NO LINES ASSIGNED		MADISON, AL 35756	(256) 325-6226		<a href="#">License Manager</a>
654183	16848585	<a href="#">ASHLEY SR., DERRICK</a>	Temporary Insurance Producer-Inactive	12/13/2012	06/13/2013	Yes	NO LINES ASSIGNED		MILLBROOK, AL 36054			<a href="#">License Manager</a>
687543	17187441	<a href="#">ASHLEY, ADAM W.</a>	Insurance Producer-Active	03/01/2019	02/28/2021	No	Life (02/13/2014)		HOT SPRINGS, AR 719133638	(501) 669-9538		<a href="#">License Manager</a>
242694	7724483	<a href="#">ASHLEY, ADRIENNE KATRINA</a>	Adjuster-Expired	02/01/2016	01/31/2020	No	Property & Casualty (excl W/C & Crop) (01/22/2015)		ATLANTA, GA 303392233	(602) 572-5697		<a href="#">License Manager</a>
309761	11407546	<a href="#">ASHLEY, ALEXANDER JR.</a>	Temporary Insurance Producer-Inactive	11/01/2008	10/31/2008	Yes	NO LINES ASSIGNED		Not Available, AL 99999	(205) 978-5525		<a href="#">License Manager</a>
309761	11407546	<a href="#">ASHLEY, ALEXANDER JR.</a>	Insurance Producer-Inactive	08/05/2008	05/31/2010	Yes	NO LINES ASSIGNED		Not Available, AL 99999	(205) 978-5525		<a href="#">License Manager</a>
118059	11750215	<a href="#">ASHLEY, ALEXIA, JANE</a>	Temporary Insurance Producer-Inactive	11/08/2008	11/07/2008	Yes	NO LINES ASSIGNED		Not Available, AL 99999			<a href="#">License Manager</a>
61925	2819918	<a href="#">ASHLEY, ALTON GRADY JR.</a>	Insurance Producer-Active	09/01/2018	08/31/2020	Yes	Accident & Health or Sickness (10/24/2007) Life (10/24/2007)		GADSDEN, AL 359013716	(256) 439-3304		<a href="#">License Manager</a>
117556	11755531	<a href="#">ASHLEY, ANDREA</a>	Insurance Producer-Active	03/01/2020	02/28/2022	Yes	Accident & Health or Sickness (07/21/2011) Life (07/21/2011) Variable Life and Variable Annuity (04/10/2013)		GADSDEN, AL 359012556	(256) 456-5993		<a href="#">License Manager</a>
117556	11755531	<a href="#">ASHLEY, ANDREA</a>	Temporary Insurance Producer-Inactive	10/23/2008	10/22/2008	Yes	NO LINES ASSIGNED		GADSDEN, AL 359012556	(256) 490-8927		<a href="#">License Manager</a>

- 1. Side Navigation Search Criteria:** Your selected search criteria stays in tact. Change your results as desired updating criteria on this screen without having to navigate back to the previous screen.
- 2. Show # Entries:** Display results in groups of 10, 25, 50 or 100.
- 3. Filter:** Search the entire result set for a specific string of text to narrow your results more quickly.
- 4. Advanced Criteria:** Click on the 'Advanced Criteria' link for the following additional criteria options: License Type, Resident License, Line of Authority, Business City, Business State/Province, Business Zip-code, DBA Last Name and Mailing County.
- 5. Licensee Name Link:** Click on the licensee name link to navigate to the Licensee Summary Page for more information about the selected licensee.
- 6. License Manager Link:** The License Manager link navigates your to the License Manager tool and pre-populates the selected licensee's information for you. Simply enter the licensee's last four digits of the SSN to access a summary page with more detailed information and the ability to view and print the licensee's education transcript and PDF license.