

# Agent Recertification Update

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**December 18, 2019**

Beginning February 1, 2020, agents no longer will be required to complete the currently available online or classroom Agent Recertification Program every two years to maintain their Citizens appointment.

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## Agent Recertification

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### Notes

Agents must complete their recertification if it is due on or before January 31, 2020.

Citizens' Agent Recertification Program will be updated in early 2020. The updated program will be tailored to an agent's individual performance based on the number of their performance and late submission violations.

We will notify agents soon via email for more details about the program updates.

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## Resources

Log into the *Agents* site to use the *Frequently Asked Questions* feature under the *Search* menu. Search for *+late-submission +violations* and *+performance +violations*.

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