

**USER GUIDE:  
NMLS Course Provider Application Process  
(Renewal)**



**Version 1.2 May 1, 2011**

**Nationwide Mortgage Licensing System  
State Regulatory Registry, LLC**

**1129 20<sup>th</sup> Street, N.W., 9<sup>th</sup> Floor  
Washington, DC 20036**

## NMLS Course Provider Renewal Application Overview

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This guide is intended to assist you through the entire course provider renewal process. This guide makes note of any unique situations and alerts you when you will have to pay close attention to detail during the process. If for any reason you encounter a problem, technical support is available at 1-877-234-6090 or by calling Alan Ridenour at 202-728-5751.

As always, we encourage you to visit the NMLS Resource Center. In the Course Provider Resources Section, you will find documents detailing all of the processes and policies associated with being an NMLS approved course provider. These documents are consistently being updated and improved to provide clear and accurate information.

If you have not done so already, please bookmark the Official Course Provider Newsletter. The Newsletter, in a blog format, is the primary vehicle used to communicate important updates regarding the course approval process, policy changes, and other important related to testing and education. You can access and subscribe to the Newsletter by going to <http://nmlseducation.wordpress.com>.

There are four steps associated with renewing your NMLS Approved Provider status:

**Step 1:** Preparing Required Documentation to include 1) copy of business license; 2) copy of course completion certificate; 3) current instructor guide; and 4) list of instructors teaching NMLS approved courses.

**Step 2:** Completing and Submitting the Provider Renewal Application via email.

**Step 3:** Submitting Provider Renewal in PULSE – Updating contact information and paying the provider renewal fee in the PULSE Portal.

**Step 4:** Accessing Provider Portal and Uploading Documents in Basecamp.

### Requirement to Maintain Approval Status

Recent updates to the *Policy on Criteria for Granting Approval to Become an NMLS Approved Course Provider* now requires course providers to be working in good faith toward having at least one course approved by NMLS within sixty days of the initial course approval letter date, or must maintain at least one course in an “approved” status with NMLS. An organization without an approved course for longer than sixty days and/or who are not working in good faith toward having an approved course will have their approval status suspended and will be prohibited from promoting themselves as NMLS approved.

***Be advised that NMLS will not approve a renewal application if the course provider has not submitted a course for approval within the past two years, is not working in good faith towards having a course approved, or has not scheduled and/or delivered a course within the past 12 months.***

## **Step 1: Preparing Required Documentation**

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Before submitting your provider renewal application, you will want to go online and visit the NMLS Resource Center and review the documents in the “course provider” section. This area of the NMLS Resource Center has been especially designed to provide easy access to all the current policy and process documents associated with maintaining your organization’s status as an NMLS Approved Course Provider. Many policies and requirements have evolved over the past two years to keep abreast of changes occurring with the industry. Therefore, before continuing with the renewal application process, please visit the resource so that you’re familiar with all the current requirements.

**PLEASE NOTE: The renewal process requires you to use two different Internet portals:**

- 1) **Pulse Portal** (<http://www.pulseportal.com>): This portal is maintained by PearsonVue and is used to pay fees.
- 2) **NMLS Course Approval Portal (Basecamp)** (<https://nmlscourses.basecamphq.com>): This portal is used to upload all documents and to maintain regulator communications with NMLS staff.

As part of the course provider renewal process, you will need to submit certain business documents to NMLS for review. Please have the following specific documents listed below and **saved electronically**. The documents will need to be uploaded into the Course Approval Portal (Basecamp) during step 4 of the provider renewal application process.

- 1) **Copy of Business License** – this is a copy of the business license granted by the state/county in which your organization is registered to do business.
- 2) **Copy of Current Instructor Guide** – this should be an updated version of the instructor guide that was submitted when you initially applied to become a course provider two years ago.
- 3) **Copy of Course Completion Certificate** – course providers are required to issue course completion certificates at the completion of every course.
- 4) **List of Instructors or Authors of NMLS Approved Courses** – please provide a current list of all individuals who are teaching NMLS approved courses.

## Checklist

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**Before moving on to Step 2, you should have completed the following:**

- Visit the Course Provider Section of the NMLS Resource Center.
- Bookmark and Sign up for the Official NMLS Course Provider Newsletter.
- Prepared the following required documentation:

### **List of Documents Required to Be Uploaded/Submitted**

- Provider Renewal Application (submitted next step via email)
- Copy of business license
- Copy of current instructor guide
- Copy of course completion certificate
- List of instructors teaching NMLS approved courses.

## Step 2: Completing and Submitting the Provider Renewal Application via Email

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1. Download and complete the NMLS Course Provider Comprehensive Application (Renewal) available in the NMLS Resource Center at: <http://mortgage.nationwidelicencingsystem.org/courseprovider/Pages/Resources.aspx>. As the name suggests, this a comprehensive renewal form that will probably take an hour or more to complete. You should complete this application prior to going on to Step 3 below. Here is what you need to know to complete the Comprehensive Renewal Application:

- a. **Section I: Basic Information.** For Organization/Company Name, please provide your organization's full legal name as it is currently listed with NMLS. If you are making a change to the name, please note it in Section IV, Question 2.

A Tax ID/EIN number is required on the application.

State of Record: List the state that you are headquartered in and issues your business license.

For point of contact, list all individual names and email addresses of those you wish for us to contact in the future pertaining to NMLS Testing and Education. These individuals will also be signed-up to receive updates to the Newsletter.

NMLS Provider ID Number: When your organization was approved as a course provider two years ago you were issued a NMLS Provider ID number. This is the number that begins with 140XXXX. If you do not know your provider ID number, please consult the List of Approved Course Providers; the number is listed next to your organization's name.

List all URLs where NMLS approved courses are marketed from. Keep in mind that while a web site is not required in order to be an NMLS Approved Provider, if you do employ a website to market your organization and NMLS approved courses, it needs to be listed on the form. ***Please also keep in mind that web sites need to incorporate best practices associated with e-commerce to include clearly listing the organization's business address, phone number(s), contact e-mail address, privacy policy, refund policies, course cancellation and other applicable policies.***

- b. **Section II: Organization Type.** Tell us what type of organization you are by clicking one of the check boxes. If you're an "other" please provide the details.

- c. **Section III: Organization Intent.** Tell us which type of education courses you intend to or currently teach and in what formats by checking off all that apply.
- d. **Section IV: Organizational and Regulatory Information.**
- i. **Question 1: Business structure.** This is a two part question: please tell us about the organization’s business and management structure, to include listing the owners, corporate principles, and/or any investors. The second part of the question request that you list the state which issued the business license and the number of years the organization has been in business.
  - ii. **Question 2: Summary of organization changes.** Has your organization gone through some significant change(s) over the past five years? Tell us about any name changes; change in ownership, mergers, or acquisitions; or any other significant event that may have occurred. If nothing has changed or you’re a new organization, please just list “none.”
  - iii. **Question 3: Other Approving Agencies.** List all state or federal accrediting or course approval agencies (including real estate and/or appraisal) which you are currently approved by. Additionally, some states require that schools be approved by the state’s post-secondary education agency. If you are doing business in CO, MD, or NV you may need to meet this requirement prior to submitting your application to NMLS.
  - iv. **Question 4: Enrollment and Course Registration Process:** Provide a description of your enrollment and course registration processes. Please also be sure to include pertaining to your refund and cancellation policies.
  - v. **Question 5: Method of Course Delivery:** Describe your methods of course delivery to include venue or delivery vehicle. Note that if you deliver online courses, list what learning management system (LMS) you employ and how it will be configured to ensure students meet minimum time requirements and the other requirements as detailed in the *NMLS Functional Specification for Online Courses*.
  - vi. **Question 6: Partnerships.** Please describe any partnership arrangements in place and/or being considered to either 1) license course content to other organizations; 2) acquire course content from another organization; or 3) referral marketing agreements to sell other courses. Please be sure you’re familiar with the *NMLS Policy on Business Arrangements, Reselling, and Marketing of NMLS*

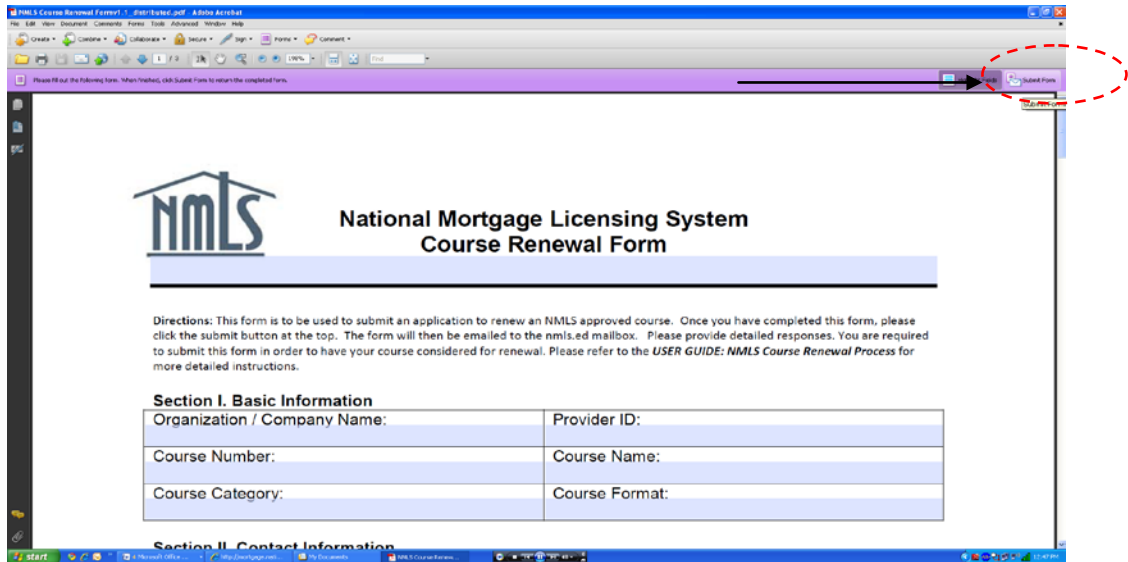
**Approved Courses** before responding to this question.

- vii. **Question 7: End-of-Course Evaluation Process.** Course providers are required to conduct an end-of-course survey process. Describe the process you have in place to ensure that the end-of-course survey is being conducted and that feedback is incorporated to make improvements to courses.
  - viii. **Question 8: (You're almost done!): Summarize course completions.** Here you need to summarize how you verify that the student has attended the entire course session and how you measure course completion. The intent here is to ensure that a student does not “check in and then check out.” For example, if the training is being conducted at an annual conference, how do you verify that a student attended the entire course session (and did not simply walk out half way through)? Additionally, how do you measure that the student has completed the entire course?
  - ix. **Question 9: Instructor qualifications.** Course providers are responsible for ensuring that their instructors are qualified to teach their courses. Describe how your organization verifies that an instructor is qualified.
- e. **Section IV: Standard of Conduct Agreement and Requirement to Maintain Approval Status:** It is the intent of NMLS to have all Approved Course Providers promote themselves and their course offerings in accordance with the highest ethical standards. As such, NMLS approval status is granted with the understanding that Course Providers will maintain the standards of conduct. Violation of any of these provisions could result in sanctions or disciplinary action up to and including loss of NMLS approval status as provided by the Administrative Action Guidelines for the Mortgage Testing and Education Board.

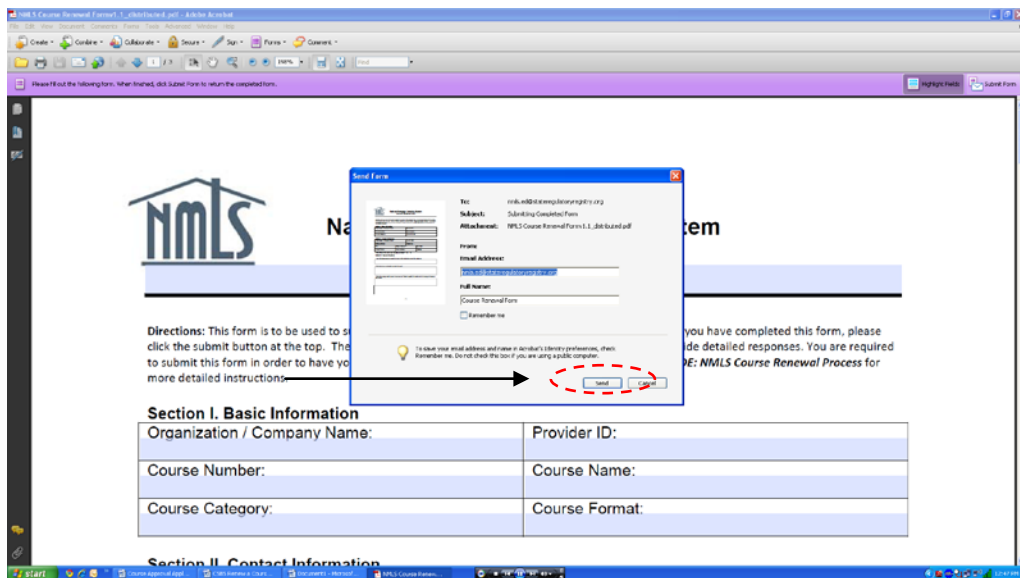
*Additionally, in order to maintain NMLS approval status, the organization must be working in good faith toward having at least one course approved by NMLS within sixty (60) days of the initial course provider approval letter date (the term good faith is defined as having uploaded course material in the NMLS Course Approval portal and be working to address any deficiencies required to achieve course approval). The organization must also maintain at least one course in an “approved” status with NMLS. An organization without an approved course for longer than sixty days and/or who is not working in good faith toward have an approved course will have their approval status suspended and will be prohibited from promoting themselves as NMLS approved.*

Please sign the form at the bottom of the application form or your application will not be processed.

2. Once you have completed the application, you will need to submit the completed form to NMLS. In order to submit the form, please click the submit button on the top of the page (See image below).



3. Once you have clicked the submit button, you will be prompted with a “Send Form” screen. Please input your email and name then click send.



Congrats! You have completed and submitted the provider renewal form. It is now time to submit the provider renewal application in the PULSE system.

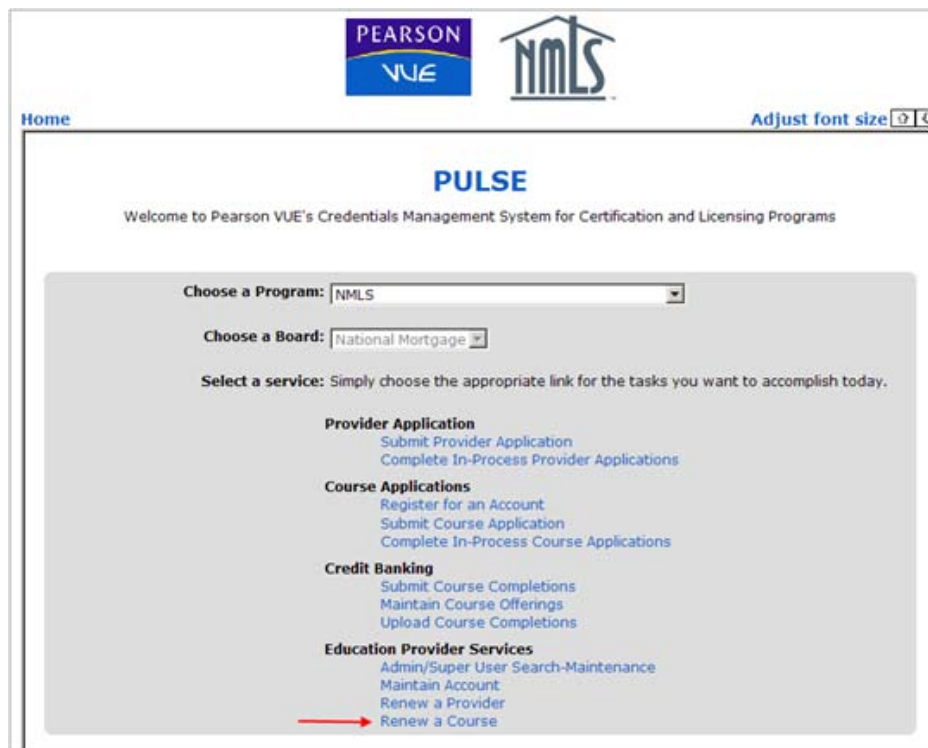
## Step 3: Submitting the Provider Renewal in PULSE

Now that you have submitted the renewal form and prepared the necessary documentation, you are ready to submit your provider renewal in PULSE. Please note the following rules remain in effect for the provider renewal online application:

- Use only the Internet Explorer browser
- Disable your pop-up blocker
- Do NOT use the back button on your browser or you will lose previously inputted information and your application will fail at the end of the process.

To submit your provider renewal in PULSE:

1. Visit the [Course Providers Section](#) in the NMLS Resource Center. Click on the “Renew Your Provider Status” in the upper right corner of your screen under the Application Submission Portal section of the site. Or, you may simply type in [www.pulseportal.com](http://www.pulseportal.com) into your web browser.
2. In the PULSE Portal service menu, select NMLS from the drop down list box at the top of the gray area of the page. Then click the “Renew a Provider” link in Course Applications section.



- From the login screen enter your User Name and the password you created as part of the account set-up, and then click “Login.”

- Read the *Attestation* page. If you agree, to the Attestation, click **I Agree**.

**Important:** You will not be allowed to continue this service if you do not agree to the Attestation.

**Attestation:**  
I certify that the information herein submitted, and all other supporting documentation associated with this application process, to be accurate and truthful regarding the nature of the original Approval. I understand that this approval status is granted with the understanding that Course Providers will maintain the below standards of conduct. Violation of any of these provisions could result in sanctions or disciplinary action up to and including loss of NMLS approval status as provided by the Administrative Action Guidelines for the Mortgage Testing and Education Board.

**1. Business and Marketing Standards:**

- All advertising and marketing must be truthful and be void of any misleading statements, promises, or guarantees (e.g., a course may not be promoted in such a way as to guarantee that an individual will pass a test after completing the course).
- All advertising and marketing must clearly state the identity of the course provider and must include the course provider's address, phone number, and NMLS Provider ID number.
- Course Providers may use the words "NMLS Approved" in marketing and advertising materials only if they have in fact been approved by NMLS as a course provider and have received an NMLS provider ID number.
- Courses may be marketed and promoted using the words "NMLS Approved" only if the course provider has been approved to offer NMLS courses and only after the course has been evaluated and approved by NMLS and has been assigned a course ID number.
- The word "accredited" is not be used in any marketing or promotional material.
- Approved Course Providers may offer courses that are intended to satisfy the education requirements of the SAFE Act only after they have been approved by NMLS. A course provider cannot offer another course provider's NMLS approved course without approval from NMLS.
- The phrase "SAFE Approved," "SAFE Act Compliant," or any similarly worded phrases shall not be used in connection with the offering of any NMLS approved course.
- Course Providers may use the "NMLS Approved" logo to market or promote themselves or their courses only after their application has been approved. The "NMLS Approved" logo may only be used to promote a provider or those courses that have in fact been approved by NMLS and issued an NMLS course ID number. The logo is not to appear in conjunction with any course that has not been formally approved by NMLS.
- The Nationwide Mortgage Licensing System, Nationwide Mortgage Licensing System and Registry, NMLS, NMLS ID, NMLS Approved, and the NMLS Approved logo are all trademarks of the State Regulatory Registry, LLC. The use of the term "NMLS" or any derivative thereof may not be used in any web URL, brand, title, or company name. The State Regulatory Registry, LLC will enforce and defend any use of its trademark which is inconsistent with these business standards.

**2. Consumer Protection and Service Standards:**

- Approved Course Providers will provide students with ready access to the organization's course cancellation and refund policies.
- Approved Course Providers will complete Credit Banking within seven (7) calendar days after the end of the course completion date.
- Credit Banking may only be completed after the student has completed the entire number of hours for which the course was approved.
- Credits may only be banked for students who have actually completed a course. It is a violation of the Standards of Conduct and will be considered fraud if a Course Provider reports credits completed for a student who has not completed a course.
- Classroom courses are to be delivered in a physical environment that is appropriate for adult education needs in accordance with NMLS Policy on Criteria for Granting Approval for a Course to Become NMLS Approved.
- Course Providers are to ensure that instructors are knowledgeable in the course subject matter as a result of either relevant academic and/or professional experience in accordance with NMLS Policy on Criteria for Granting Approval to Become an NMLS Approved Course Provider.
- Course Providers must ensure that they have successfully met any and all conditions associated with a course approval prior to offering courses.
- Once a course is approved by NMLS, except for routine maintenance associated with updating content to reflect changes to Federal or State laws, content may not be switched out or replaced with other content without the express approval of NMLS.
- Course Providers must operate in accordance with all applicable Federal and State laws and regulations including but not limited to the Americans with Disabilities Act (ADA), and state Post-Secondary Higher Education Commission approval standards (where applicable).

**3. Ethical Standards:**

- Approved Course Providers are prohibited from committing fraud or misrepresentation in the application or maintenance of their NMLS approval status.
- Approved Course Providers are prohibited from engaging in any unlawful, misleading, or deceptive sales or marketing activities and are prohibited from committing a felony or other crime of moral turpitude under federal or state law in a matter related to their course offerings.
- Approved Course Providers are prohibited from having their employees, agents, or other representatives take the NLO SAFE Test for the purpose of learning about the test or any of its content. The NLO SAFE Test may only be taken for the purpose of applying or maintaining an NLO license. The taking of the NLO SAFE Test for any other reason is a violation of the standards of conduct and may result in disciplinary action up to and including the loss of NMLS approval status.
- Because NMLS does not publicize any specific information pertaining to the content of the NLO SAFE Test other than the Content Outline, Approved Course Providers must not communicate with customers or prospective customers that they have special knowledge regarding the content or other non-public characteristics of the NLO SAFE Test.

- Next, you will see the *Fee Summary* page. Please verify the information on the screen. If it is correct, you can click “continue” in the bottom right corner of the page.

The screenshot shows the 'Renew a Provider' page with the following information:

**NMLF**  
POB 1133  
Alpharetta, Georgia, 30009

Please indicate your intent for each pending renewal:

Action:	Education Type:	Renewal Date:	Fee:
<input checked="" type="radio"/> Renew <input type="radio"/> Do Not Renew	Education	07-31-2011	\$400.00
			State Fee \$400.00
			Total Amount Due \$400.00

At the bottom right, there are 'Continue' and 'Cancel' buttons.

- The *Contact Information* page will appear next. Please review your contact information listed below. If you wish to update or change it, simply click on the blue text labeled “Change My Mailing Address” on the upper right side of your screen.

The screenshot shows the 'Renew a Provider' page with the following contact information:

**Contact Information**  
Please review the information presented, and make corrections where appropriate.

Mailing Address: POB 1133  
Alpharetta, Georgia, 30009

Name:

Business: 770-751-9920 Ext: [ ]  
Fax: 404-393-8975  
Toll: [ ] Ext: [ ]  
Email Address: email@abc.com

At the top right, there is a blue link labeled 'Change My Mailing Address'. At the bottom, there are 'Save', 'Continue', and 'Cancel' buttons.

The screenshot below is what will appear if you wish to change your mailing address. Once you have updated the desired address fields, please click “Save” at the bottom of the screen. **ALERT!** You must first click “Save” before continuing on to the next page. Once you have clicked the “Save” button, you can then click the “Continue” button and be taken on to the next page.

The screenshot shows the 'Renew a Provider' page with the following contact information:

**Business Location Address**  
4140 Executive Parkway  
Westerville, Ohio, 43081

Name:

Business: 18664553278 Ext: [ ]  
Fax: 614-508-7280  
Toll: 18664553278 Ext: [ ]  
Email Address: email@abc.com  
Confirm e-mail address: email@abc.com

Mailing Address: 4140 Executive Parkway  
Westerville, Ohio, 43081

At the top right, there is a blue link labeled 'Change My Mailing Address'. At the bottom, there are 'Save', 'Continue', and 'Cancel' buttons.

- On the next page you will be required to enter your credit card information. **Blue-labeled Fields are REQUIRED**. Providers from the United States or Canada must enter a state or province. All other providers must enter a country. Click “Continue” after you have finished populating all required fields.

**Renew a Provider**  
**Credit Card Information**

Credit Card Holder Name	<input type="text"/>
Email Address	<input type="text"/>
Confirm e-mail address	<input type="text"/>
Street Address Line One	<input type="text"/>
Street Address Line Two	<input type="text"/>
Street Address Line Three	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Province	<input type="text"/>
Country	<input type="text"/>
Postal Code	<input type="text"/>
Transaction Amount	\$400.00
** We only accept VISA, MASTERCARD, and AMERICAN EXPRESS **	
** Transaction amount cannot exceed \$25,000.00 **	
Credit Card Number	<input type="text"/>
Expiration Date (mm-yyyy)	<input type="text"/>
Phone Number (###-###-####)	<input type="text"/>

By entering credit card information and clicking submit, you are certifying, in accordance with state and federal law, that all information provided is accurate and that you are the authorized user of the credit card and as such, remain bound under the terms and conditions of the issuing credit card company. Pearson VUE is not liable for misuse and/or incorrect information provided by the user of this service.

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- On the *Summary* page, verify the information, the amount to be charged, and click “Renew Provider”. If you need to change any information, click “Change My Request” to return to the Renew a Provider page.

**Renew a Provider**

Please print this page for your records.

NMLF  
POB 1133  
Alpharetta, Georgia, 30009

Action: <input checked="" type="radio"/> Renew <input type="radio"/> Do Not Renew	Education Type: Education	Renewal Date: 07-31-2011	Fee: \$400.00
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Mailing Address: POB 1133  
Alpharetta, Georgia, 30009

Name: First Middle Last  
F. Paco Torch

**Business** 770-751-9820

**Fax** 404-393-8975

**Toll Free**

**Email Address** email@abc.com

Credit Card Holder Name tester  
Email Address email@abc.com  
Street Address Line One line one  
City city  
State Minnesota  
Postal Code 21213  
Transaction Amount \$400.00  
Credit Card Number XXXX-XXXX-XXXX-4444  
Expiration Date 09 - 2011  
Phone Number 1

By entering credit card information and clicking submit, you are certifying, in accordance with state and federal law, that all information provided is accurate and that you are the authorized user of the credit card and as such, remain bound under the terms and conditions of the issuing credit card company. Pearson VUE is not liable for misuse and/or incorrect information provided by the user of this service.

9. Review the *Confirmation* page and **PRINT** for your records. Please take note of the Confirmation ID. It will be used to troubleshoot problems with your renewal application. To print a copy of the renewal for your records, click the “Print” button in the lower right corner of your screen.

Home | Logout Adjust font size [up] [down]

### Renew a Provider

Please print this page for your records.  
Confirmation - Print this page for your records.  
The following Renewal request was successfully submitted to NMLS:

Confirmation ID	1026695	Submit Date/Time	03-11-2011 09:18:35
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NMLF  
POB 1133  
Alpharetta, Georgia, 30009

State Fee	\$400.00
Total Amount Paid	\$400.00

Action:	Education Type:	Renewal Date:	Fee:
<input checked="" type="radio"/> Renew <input type="radio"/> Do Not Renew	Education	07-31-2011	\$400.00

Additional Renewal Requirements

See the User Guide: Course Provider Renewal Process for additional instructions about how to submit documents to NMLS.

An email confirmation will be sent to the email address you entered on the credit card page and to your email address on record in PULSE. If the email addresses are the same, only one email confirmation will be sent.

**If you did NOT receive a confirmation e-mail after you submitted your Provider Renewal Online Application, please call the customer support desk at 1-877-234-6090.**

## **NEXT STEPS**

You have now successfully completed the PULSE portion of the provider renewal application process. However, there is still one more crucial step left in the provider renewal application process. The final step is to upload your required content and other documents into the NMLS Course Approval portal (Basecamp). Please continue on to Step 4 on the next page for specifics.

## **Step 4: Accessing Provider Portal and Uploading Documentation**

You have reached the last step in the provider renewal application process. The final step will take place in the NMLS Course Approval portal at <https://nmlscourses.basecampHQ.com>. Please review to ensure you have all of the documents listed in the box below prior continuing on.

### **The Documents Required to Be Uploaded in the NMLS Course Approval Portal**

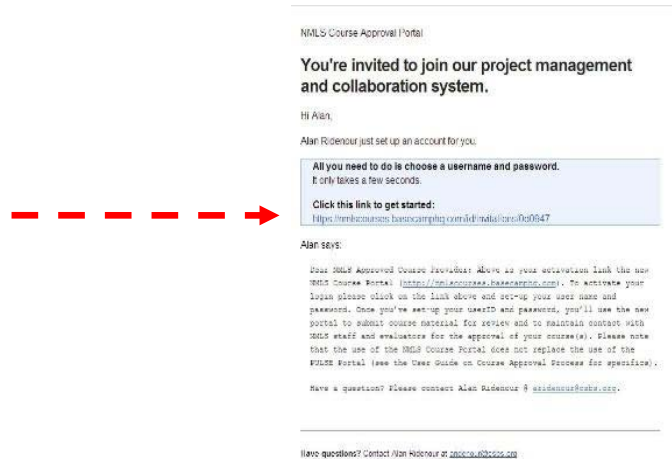
- **Copy of Business License** – this is a copy of the business license granted by the state/county in which your organization is registered to do business.
- **Copy of Current Instructor Guide** – this should be an updated version of the instructor guide that was submitted when you initially applied to become a course provider two years ago.
- **Copy of Course Completion Certificate** – course providers are required to issue course completion certificates at the completion of every course.
- **List of Instructors or Authors of NMLS Approved Courses** – please provide a current list of all individuals who are teaching NMLS approved courses.

Within 24 hours (Monday through Thursday, or on the first business day following a Friday, Saturday or Sunday) of receiving your PULSE confirmation email and submitting the provider renewal application form, an email message will be sent to you with a link to your provider renewal project.

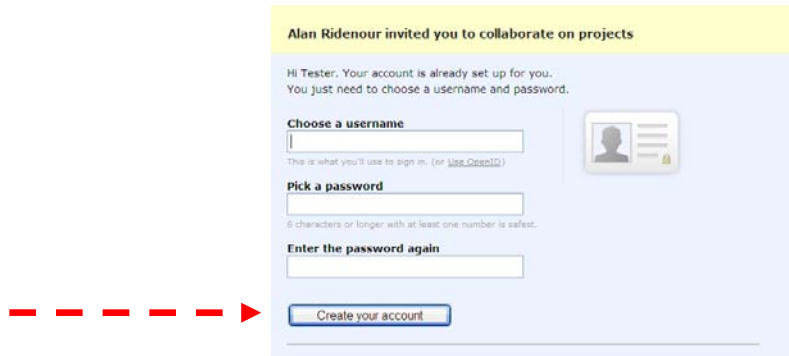
If you do not receive an invitation or link to the Course Provider Portal within the period listed above, please contact Alan Ridenour at [aridenour@csbs.org](mailto:aridenour@csbs.org) immediately. We will not be able to begin reviewing your provider renewal application until all of the required documents have been submitted.

**ALERT!** *Certain steps listed below are only for providers who do not already have a profile in the NMLS Course Approval Portal.* If already have access to the portal, please jump to the bottom of page 15. You can skip actions 1-4 and you will receive a basecamp notice via email that your renewal project is ready for your documentation.

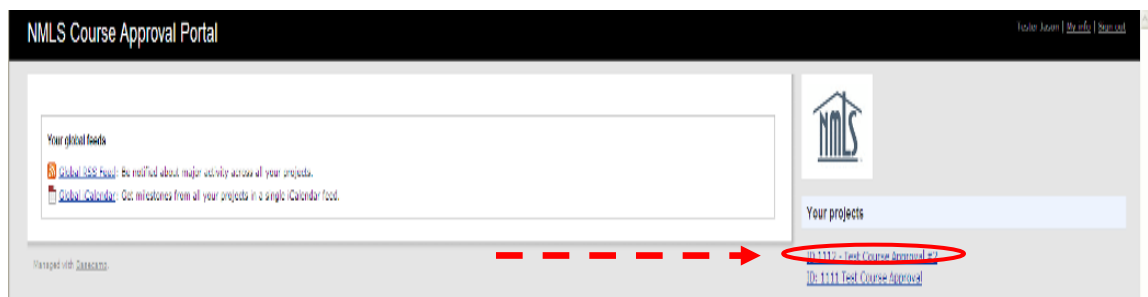
1. To set up your profile, open the invitation email and **click** on the link to “get started.”



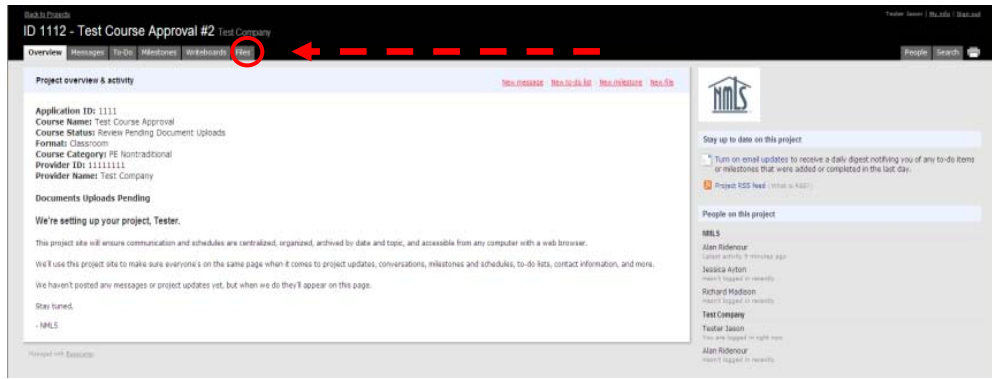
2. Next, create a username and password.
3. **Click** the “Create Account” button.



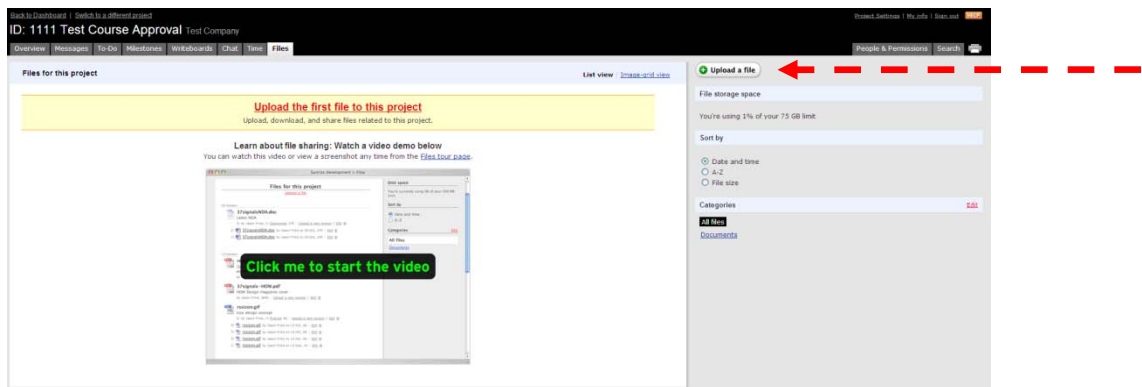
4. Once you have created your account, you are now ready to view your course projects and upload the required documentation.
5. In the right corner of your screen, you will see a “Your projects” Section. **Click** on the course project that pertains to your provider renewal.



6. You will now be taken to your provider renewal overview page. **Click** on the tab labeled “Files.”



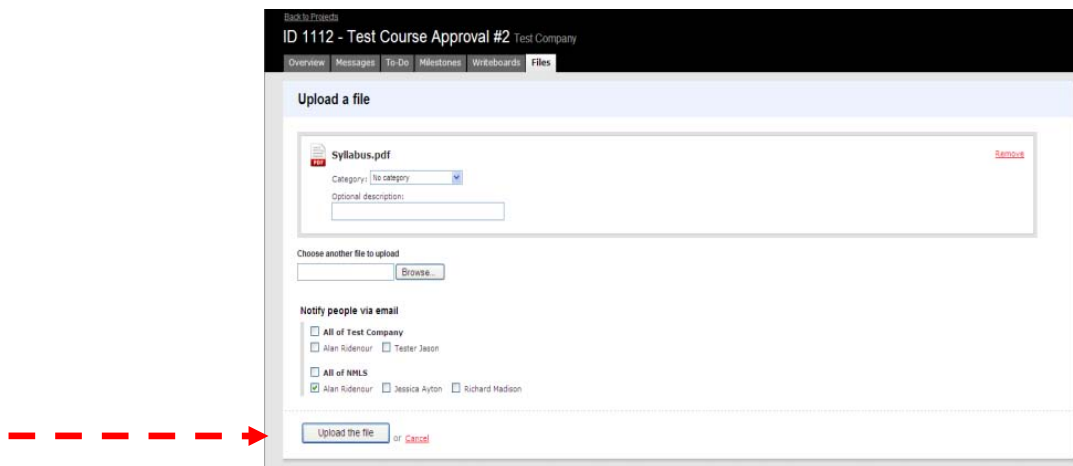
7. Click on the “Upload a file” button near the top right corner.



8. Choose the “browse” button to select the appropriate file from your computer.

**ALERT!** The provider renewal process cannot begin until you have uploaded the required files listed above.

9. Check the box at the bottom of your screen notifying Alan Ridenour. You will need to notify NMLS anytime you upload files.



10. Once the box is checked, click “Upload the files.” Congrats! You are done!

## **OK, I submitted my renewal application, what's next?**

Great question!

Once the required provider renewal content has been uploaded it will be processed and reviewed. Please allow at least 30 days for your application to be processed. You will be notified via e-mail if there are any questions concerning your application package. Once the review process has been completed you will be notified via e-mail and notice will be posted via the message board located under the "message" tab of your course provider renewal project.

Please remember if you have a problem uploading files or accessing the Course Approval Portal contact Alan Ridenour at 202.728.5751 or via email at [aridenour@csbs.org](mailto:aridenour@csbs.org).

## **OK, so what if I don't want to renew?**

In the event you choose not to renew as an NMLS approved course provider, you will have 30 days from the last day of your renewal anniversary month to teach out any course(s) and perform any remaining credit banking. After 30 days your approved status will expire and you will no longer have access to the PULSE portal to schedule course offerings, perform credit banking, or submit new courses. ***All courses previously approved, regardless of when they were submitted and approved, will also automatically become inactive.*** Your access to the Course Approval Portal will also terminate and you will not be able to access any content or material you previously uploaded.

***Please note: the expiration of approval status is a permanent process and cannot be reversed once it occurs. If you elect to resume offering courses, you will need to apply and submit courses as a new provider.***