



Purpose

This Handbook is designed to give company users best practices related to submission of renewals through NMLS. It also details the steps necessary for companies to request renewal of sponsored individual licenses.

Contents

Renewals Overview	2
Reinstatement Overview	2
Before Submitting Renewal.....	3
Renewal Eligibility Based on License Status	3
Getting Prepared for Renewals	4
Company Renewal Process	8
Recommended Process for Renewing Licenses	8
Renewal Submission and Payment.....	12
Renewal Payment Information	13
Following Up on Renewal Submissions.....	14
Reinstatement Period.....	15
Overseeing Renewal of Sponsored Individuals	16

Renewals Overview

Companies and individuals that hold a state license are required to renew their licenses within NMLS using the streamlined renewal processes defined in this handbook.

Annually, NMLS provides functionality for company and individual users to submit their license renewal, as well as functionality for regulatory users to review, approve, or reject renewal requests submitted through NMLS.

The renewal period in NMLS begins November 1 and ends December 31 of each year. During this time, companies can complete annual attestation that their record is up to date, pay their NMLS processing fee, and submit and pay for any renewal requests required by their state regulators. Some states may have different deadlines for renewing a license. Review the state-specific deadlines and requirements on the [Annual Renewal Requirements Checklist Compiler](#) page of the NMLS Resource Center.

Reinstatement Overview

If a licensee fails to complete the renewal process for a license during the renewal period or by the submission date required by their regulator, the licensee may complete the renewal process through NMLS during a reinstatement period. Licensees may be required to pay a late fee to reinstate their licenses during this time. Regulators may provide different timeframes for reinstatement or may prohibit reinstatement altogether. Reinstatement is discussed further in the Reinstatement Period section of this handbook. The reinstatement deadlines and requirements for each state agency are located on the NMLS Resource Center.

If a company fails to request renewal or reinstatement of a license within a state's deadline, the regulator may choose to terminate the license, thereby causing any related licenses and sponsorships for the company to be removed. Regulators will likely suspend or terminate any branch licenses as well. This will result in significant expenses for the company to reapply for the licenses and sponsorships.

Before Submitting Renewal

Before a company submits a renewal request, they should:

- Review their most recently submitted Company (MU1) and Branch (MU3) Forms to make sure the information is correct and up to date (if changes need to be made, the company should update the information by creating and submitting amended filings through the Filing Tab.)
- Review the [Renewal Checklist Compilation Site](#) available on the NMLS Resource Center for state agency-specific renewal instructions. See [Viewing and Exporting NMLS License Renewal Checklists](#) for more information.
- Access the real-time Renewal Activity—Company/Branch Report under the Renewals tab to ensure all licenses are in a renewable status.
- Access the real-time Renewal Activity—Sponsored Individuals Report under the Renewals tab to ensure all sponsored individual licenses are in a renewable status. This is only relevant for companies that employ MLOs.

Renewal Eligibility Based on License Status

Licenses with a renewable status dated before November 1 are eligible for renewal in NMLS.

License Statuses Eligible for Renewal

- | | |
|------------------------------|---|
| • Approved | • Approved - Surrender/Cancellation Requested |
| • Approved - Conditional | |
| • Approved - Deficient | • Revoked - On Appeal |
| • Approved - Failed to Renew | • Suspended |
| • Approved - Inactive | • Suspended - On Appeal |
| • Approved - On Appeal | • Terminated - Failed to Renew |

License Statuses NOT Eligible for Renewal

- Denied
- Denied - On Appeal
- Pending - Review
- Pending - Deficient
- Pending - Incomplete
- Pending - Withdrawal Requested
- Revoked
- Temporary Cease and Desist
- Terminated - Expired
- Terminated - Ordered to Surrender
- Terminated - Surrendered/Cancelled
- Transition Cancelled
- Transition Rejected
- Transition Requested
- Withdrawn - Application Abandoned
- Withdrawn - Voluntary Without Licensure

Getting Prepared for Renewals

NMLS Resource Center

The NMLS Resource Center displays information that licensees will need to prepare for renewals. Due to varying statutes, rules, and policies, many of the requirements to renew a license differ from state to state. Licensees should review all material to determine if there are any submission deadlines, documentation requirements, continuing education requirements, etc. Timely submission of any additional requirements along with the renewal request ensures regulators will have all the information necessary to process the renewal request. To find the Company and Individual Uniform Renewal Checklists, visit the [Annual Renewal Requirements Checklist Compiler](#) page.

Additional Requirements

Along with state-specific renewal requirements, licensees may be required to submit additional information to NMLS with their renewal request. For example, some companies may be required to submit a Financial Statement. These state-specific requirements, including, Prelicensure Education, Continuing Education, testing, CBC, Credit Report and other added pieces of information related to license renewal can be found the [Annual Renewal Requirements](#) page and the [Renewal Checklist Compilation Site](#) found on the NMLS Resource Center.

Individual Licensee Education Requirements

Most license types in the system will enforce the requirement for an individual to complete Prelicensure Education (PE) or Continuing Education (CE) prior to submitting a renewal request. Typically, an individual going through their first renewal period will have satisfied their PE requirements, including any state-specific education, during the current year (the year in which their license was initially approved). Individuals going through a second, or subsequent, renewal period must satisfy the current year federal and/or state-specific CE requirements. Individuals should reference the [State-Specific Education Requirements](#) for specific details about each state's education requirements and deadlines. Regulators may also require individuals to have submitted fingerprints for the SAFE Act.

NMLS Call Center

The NMLS Call Center is available to assist licensees with NMLS renewal navigation as needed. Call volume increases substantially during the renewal period. Due to this fact, you are encouraged to complete the renewal process as early as possible. Licensees who wait until the deadline will experience longer wait times. The submission of renewal requests and all requirements is recommended in November to provide regulators with sufficient time to review requests.

The NMLS Call Center phone number is 1-855-665-7123. Hours of operation during the renewal period are: 9am to 9pm Eastern Time (ET).

Renewal Reports

Prior to submitting a renewal request, companies should review all information in NMLS related to the renewal request to ensure that all requirements are met. Active License Items and/or deficiencies may prevent the submission of a renewal request.

Company users with the appropriate roles can request the following Renewal Reports to get additional information about submitted renewal requests and those licenses that are not eligible for renewal.

Renewal Reports are generated in a Comma Separated Value (CSV) format, are pre-defined and contain real-time data. Users without the Excel application may open a report in plain text or a text editing program, such as Notepad, Textpad, or Wordpad.

Renewal reports can be used to track the statuses of multiple license renewal requests as an alternative to looking up one MLO at a time under the Composite View tab. These reports

compile the information into to one place and are in a format that allows sorting and filtering so that users can easily manage the renewal process.

It is recommended that companies run the following reports to check for any potential issues at renewal time:

Real-Time Renewal Reports via the Renewals Tab:

Real-Time Renewal Reports are refreshed on June 1st each year to help companies prepare for the next renewal season.

- **Renewal Activity—Company/Branch** This report provides real-time data regarding renewal eligibility, including Regulator and System renewal prevention information.
- **Renewal Activity—Sponsored Individuals** This report provides real-time data regarding renewal eligibility, including renewal attestation history, Continuing Education (CE) compliance, Criminal Background Check (CBC) and Credit Report completion dates, and Regulator renewal prevention information. This is only relevant for companies that employ MLOs.

24 Hour-Delayed Reports via the Reports Tab:

- **Company/Branch Active License Items Report** Displays any Active License Items attached to company or branch license(s) that may delay the review of a renewal request. Some deficiencies, such as the Outstanding Financial Statement Deficiency will prevent the renewal request from being submitted.
- **Individual Active License Items Report** Displays all individuals associated with the company that have any Active License Items attached to their licenses. This may result in a delay in the review of the renewal requests. This is only relevant for companies that employ MLOs.

Viewing Renewal Reports

1. After logging in to your account, click the **Renewals** tab.
2. On the Renewals page, click the **Excel icon** next to the desired report.
3. Open the file from your browser's downloads list.

Important Columns in the Renewal Activity-Company/Branch Report

- **Column J** Prevent Renewal Regulator Identifies if the regulator has manually prevented the renewal of the license.
- **Column K** Has Active Financial Statement License Item The presence of this License Item will prevent renewal. Review details of the License Item from the Composite View tab.
- **Column L** Has Active Mortgage Call Report License Item The presence of this License

Item may prevent renewal. Review details of the License Item from the Composite View tab.

- **Column N Renewal Status** Can be referred to throughout Renewal and Reinstatement to track progress of renewal requests.

Important Columns in the Renewal Activity-Sponsored Individuals Report

- **Column K Prevent Renewal Regulator Identifies** if the regulator has manually prevented the renewal of the license
- **Column M Renewal Status** Can be referred to throughout renewal and reinstatement periods to track progress of renewal requests
- **Column R Attested Date** Once individual completes renewal attestation the attestation completion date will populate this column. Companies cannot submit and pay for renewal requests until sponsored individual completes their renewal attestation
- **Column AA Prevent Renewal CE** Many state agencies will not permit an individual renewal submission without completion of required CE hours

Determine Payment of Individual License Renewal

Companies that employ MLOs must have an active sponsorship with an individual license to submit an individual renewal request. Sponsorships can be established if both the individual and the sponsoring company have an active license with the same state agency.

Companies that employ MLOs must decide if the individual or the company will pay for the renewal request of their sponsored individuals' licenses. Before a company can submit a renewal request on behalf of its sponsored individuals, the individual must attest to their information in NMLS. The steps that the individual must complete can be found in the [Renewals Handbook for Individuals](#).

Once the individual completes the Attest for Company Workflow, the company can follow the processes in this handbook to submit the renewal requests. Note that once an individual has paid for and submitted their own renewal request, the action cannot be undone, and the company can no longer pay for or submit the request.

Company Renewal Process

Company and individual users must complete the Renewal Process to renew a license. The steps for completing the renewal process for companies are described below:

1. Select licenses to renew or not renew.
2. Attest for each state requiring corresponding renewals.
3. Submit renewal requests.
4. Pay for renewal requests.

Recommended Process for Renewing Licenses

Due to the difference in scope between larger and smaller companies, the renewals handbook recommends best practices for these two types of companies.

Large Company Process: Renewal Dashboards

For companies with a larger number of company, branch, and individual licenses, NMLS has a Renewal Dashboard which allows for easier visual indication of licenses available for renewal. The Renewal Dashboard is recommended for large companies due to the ability to process renewals by entity type (company, branch, or individual) or jurisdiction.

Using the Renewal Dashboards

The Renewal Dashboard displays all company and branch licenses, as well as sponsored individual licenses in a renewable license status. The dashboard displays the number of company, branch, and individual licenses broken down by state agency or registered location.

Company and branch licenses display on the dashboard only if the following criteria are met:

- Licenses are in a renewal-eligible status
- Licenses are NOT marked as Prevent Renewal by the regulator
- License renewal requests were not previously submitted for the current year
- All annual Financial Statement requirements have been satisfied
- Mortgage Call Report (MCR) requirements have been satisfied

- Money Services Business Call Report (MSBCR) requirements have been satisfied¹

For companies that employ MLOs, individual licenses display on the dashboard only if the following criteria are met:

- The individual has attested to their record for the corresponding regulator
- Licenses are in a renewal-eligible status
- Licenses are NOT marked as Prevent Renewal by the regulator
- Individual reflects as “Compliant” for required CE hours on the Course Completion and Compliance Record in NMLS.
- Company is actively sponsoring the individual’s licenses that are eligible for renewal
- License renewal requests were not previously submitted for the current year

To access the Renewal Dashboards, after logging in to your account, click the **Renewals** tab.

- a. Option 1: Click the **View by State Agency** link on the left navigation panel or the View by State Agency button at the bottom of the Renew/Do Not Renew Page to view a count of company, branch, and sponsored individual licenses available for renewal by state agency.
- b. Option 2: Click the **View by Location** link on the left navigation panel or the View by Location button at the bottom of the Renew/Do Not Renew Page to view a count of company, branch, and sponsored individuals licenses available for renewal by office location.

There are three ways to access licenses eligible for renewal from the dashboard:

1. Click the company, branch or individual link at the top of the dashboard to determine which of the licenses are eligible for renewal.
2. Click the state agency link on the left side of the table to determine which state specific licenses are eligible for renewal.
3. Click a number in the grid to determine which company or branch licenses for a specific state agency are eligible for renewal.

¹ Enforcement of these requirements vary by state agency

Renewals Dashboard

1 Item(s) / \$8.00 in Renewals Cart

The table below shows a summary count of Company, Branch, and Sponsored Individual licenses/registrations available for renewal under each regulator. Company and Branch licenses/registrations that have not been selected as Renew or Do Not Renew, and have not been excluded from participating in renewal, are included in the counts. Sponsored Individual licenses/registrations attested to by the Individual but not yet submitted for renewal or submitted as Do Not Renew also are reflected in this table.

Each item in the table provides a count that serves as a link to the underlying entries for that count. Click any column header, row header, or cell link to view the Renewal Selection List corresponding to the count for the link selected.

	Company (10)	Branch (4)	Individual (8)
Iowa (2)	2	0	0
Kentucky (4)	2	0	2
Maryland (5)	1	2	2
Nebraska (5)	2	2	1
New York (1)	0	0	1
North Carolina (5)	2	0	2

Total Licenses Available for Renewal: 22

Callouts:
 Number 1: Points to the 'Individual' column header.
 Number 2: Points to the 'Kentucky (4)' row header.
 Number 3: Points to the '2' cell in the 'Individual' column for North Carolina.

In the example above, this company has 22 licenses that are available for renewal: 10 company licenses, 4 branch licenses, and 8 individual licenses across 6 states.

Small Company Process: Renewal Selection List

For smaller companies and sole proprietors, using the Renewal Selection List provides a quick, filterable list of all company, branch, and individual licenses available for renewal. Companies can renew all of the licenses at once or can choose a single license to renew or not renew.

Using the Renewal Selection List

The Renewal Selection List displays all company and branch licenses, as well as sponsored individual licenses that have been attested to, that are eligible to be renewed. This list can also be filtered to allow users to select specific groups of licenses to renew.

Company and branch licenses display on the dashboard only if the following criteria are met:

- Licenses are in a renewal-eligible status
- Licenses are NOT marked as Prevent Renewal by the regulator
- License renewal requests were not previously submitted for the current year
- All annual Financial Statement requirements have been satisfied
- Mortgage Call Report (MCR) requirements have been satisfied

- Money Services Business Call Report (MSBCR) requirements have been satisfied²

For companies that employ MLOs, individual licenses display on the dashboard only if the following criteria are met:

- The individual has attested to their record for the corresponding regulator
- Licenses are in a renewal-eligible status
- Licenses are NOT marked as Prevent Renewal by the regulator
- Individual reflects as “Compliant” for required CE hours on the Course Completion and Compliance Record in NMLS.
- Company is actively sponsoring the individual’s licenses that are eligible for renewal
- License renewal requests were not previously submitted for the current year

To access the Renewal Selection List:

1. After logging in to your account, click the **Renewals** tab.
2. Click the **Submit Company/Branch** link on the left navigation panel or click the **Submit Company/Branch** button.






² Enforcement of these requirements vary by state agency

Renewal Submission and Payment

Submitting a Renewal Request

To submit a renewal request for a desired license:

1. Select the checkbox in the Renew column (green circle with checkmark) next to the corresponding license. To select all the licenses, click the green icon.
2. Once the user selects the licenses to submit for renewal request, click **Apply Selections**.

Deselect all									
 	Entity Name	Entity Type	Regulator	License Name	License Status	MLO CBC Required	MLO Credit Report Required	Other Renewal Requirements	
<input checked="" type="checkbox"/>	 Schmidt Mortgage Co. (8054)	Company	Vermont	Mortgage Broker License	Approved	-	-	N	
<input checked="" type="checkbox"/>	 Schmidt Mortgage Co., Orefield, PA Branch (39636)	Branch	Vermont	Mortgage Broker License	Approved - Conditional	-	-	N	
<input checked="" type="checkbox"/>	 Schmidt Mortgage Co., Whitehall, PA Branch (8073)	Branch	Vermont	Mortgage Broker License	Approved	-	-	N	
<div>Apply Selections</div>									




3. Selected licenses will be added to the Renewals Cart. The licenses that have had an action applied will no longer display in the Renewal Selection List.
4. Click the **Proceed to Cart** button.

Selecting Licenses as Do Not Renew

Companies that employ MLOs cannot submit individual licenses as Do Not Renew. Individual users must login to NMLS and submit their licenses as Do Not Renew. Instructions for individuals can be found in the [c](#). Also, depending on a regulator's rules or statutes, choosing to not renew a license may require additional information be sent outside of the system. Some regulators may also consider this a "surrender." For additional information users can view the surrender checklists in the [Checklist Compiler](#).

To notify a regulator through NMLS that a you do not intend to renew a license:

1. Select the checkbox in the Do Not Renew column (red "No" symbol) next to the corresponding license. To select all the licenses, click the red icon.
2. Once the user selects all the licenses they do not intend to renew, click **Apply Selections**.

Deselect all		Entity Name	Entity Type	Regulator	License Name	License Status	MLO CBC Required	MLO Credit Report Required	Other Renewal Requirements
<input type="checkbox"/>	<input checked="" type="checkbox"/>	 Schmidt Mortgage Co. (8054)	Company	Vermont	Mortgage Broker License	Approved - Failed to Renew	-	-	N
<input type="checkbox"/>	<input checked="" type="checkbox"/>	 Schmidt Mortgage Co., Orefield, PA Branch (39636)	Branch	Vermont	Mortgage Broker License	Approved - Conditional	-	-	N
<input type="checkbox"/>	<input checked="" type="checkbox"/>	 Schmidt Mortgage Co., Whitehall, PA Branch (8073)	Branch	Vermont	Mortgage Broker License	Approved - Failed to Renew	-	-	N
<input type="button" value="Apply Selections"/>									

- The regulator will be notified that the user does not intend to renew the licenses selected. The licenses that have had an action applied will no longer display in the Renewal Selection List.

Renewal Payment Information

Users must pay for the renewal request through NMLS. Companies that employ MLOs paying for the renewal of their MLO's licenses may also have to pay a fee for a CBC and/or a Credit Reports (CR), if required by the regulator. See the [Renewals Handbook for Individuals](#) for more information on CBC and Credit Report fees.

Some regulators may collect renewal fees, assessment fees, late fees, and/or penalties outside NMLS. To determine if additional payment is required, check the [Renewal Checklist Compilation Site](#). See [Viewing and Exporting NMLS License Renewal Checklists](#) for more information.

All NMLS transactions that are paid by credit or debit card will have a 2.5 percent service fee added to the charge. Paying by ACH is simple and will not incur the service fee. See the [Paying by ACH](#) quick guide for assistance.

Paying for Renewals

Credit Card payments can be made using Visa or MasterCard only.

- After logging in to your account, click the **Renewals** tab.
- Click **Pay for Renewal** on the left navigation panel or click the **Pay for Renewal** button.
- Click the **Proceed to Invoice** button.
- After reviewing the attestation language, select the checkbox next to "I verify that I am the named person above and agree to the language as stated."
- Click the **Pay Invoice** button.
- Review the Payment Terms and Conditions and click the **I Agree** button.

7. Select your payment type.
8. Complete all required fields.
9. Click the **Next** button.
10. Click the **Confirm and Submit** button.
11. Click the **Finish** button.

RESULT: Your renewal requests are submitted to the regulator and an email notification is sent when the regulator approves the renewal request.

Following Up on Renewal Submissions

Once a company requests renewal for a license, they must ensure that all additional items required from the [Renewal Checklist Compilation Site](#) have been submitted to their regulator. See [Viewing and Exporting NMLS License Renewal Checklists](#) for more information. Also, if a company is not renewing their license, they should review the regulator's surrender checklist to see if there is anything they must do. Licensees should be aware that regulators may take a few weeks to review all of the renewal requests that come in, so a particular request may not be reviewed immediately.

Recalling a Do Not Renew Request

A company can use the Recall List to recall licenses that have been submitted as Do Not Renew. If a regulator has already taken action on a license submitted as Do Not Renew, the license cannot be recalled.

To recall a license marked Do Not Renew:

1. After logging in to your account, click the **Renewals** tab.
2. Click the **Recall Do Not Renew** link on left the navigation panel.
3. Select any filtering options (optional).
4. Click the checkbox next to the license to recall.
5. Click the **Apply Selections** button.

The Recall List screen will refresh and the selected items will be moved to the Renewal Selection List. The regulator will also receive a notification that the Do Not Renew action has been recalled.

Reinstatement Period

For companies that fail to complete annual attestation and request renewal between November 1 and December 31, the system offers a reinstatement period. This period begins January 1 and runs through the end of February. Not all state agencies allow reinstatement, however those that do offer the opportunity to submit the request through the renewal feature and will review your request with a possible late fee. Those agencies that do not allow reinstatement require licensees to apply again as a new applicant.

Review deadlines and requirements on the [Annual Renewal Requirements Checklist Compiler](#) page of the NMLS Resource Center to see if your regulator is participating in reinstatement and determine any late fees that may apply. If the regulator does not participate in reinstatement, one of the following things may happen:

- The regulator will reject any renewal request that is submitted after its deadline.
- The regulator may check the Prevent Renewal checkbox, which would prevent submission of a renewal request.
- The regulator may change the license status to a non-renewable status and that license will no longer display on either the Renewal Selection List or Renewal Dashboard.

Renewal requests can be submitted during the reinstatement period using the same steps as renewal requests during the normal renewals period. Licensees may be required to pay a late renewal or reinstatement fee as indicated by the regulator. The fees are located on the NMLS Resource Center.

If you have specific questions about your state's participation in reinstatement, contact your regulator after reading the information on the NMLS Resource Center.

Overseeing Renewal of Sponsored Individuals

This section only applies to companies that employ MLOs.

Using Composite View to Review One Individual at a Time

In Composite View, the Renewals Attestation History allows a company to confirm if a specific individual completed renewal attestation.

To view attestation history:

1. After logging in to your account, click the **Composite View** tab.
2. Click the **View Individual** link on the sub-menu and search for individual.
3. Click the **View Renewals Attestation History** link on the left navigation panel.
4. Choose renewal year from Filtering Options (Year and/or Regulator).
5. Click the **Filter** button.

Using Renewal Reports to Reviews Multiple Individuals at Once

Column R on the Renewal Activity-Sponsored Individuals Report provides an Attested Date if the listed individuals completed their renewal attestation for a particular license.

Fingerprint Exception Process

If your sponsored individuals' fingerprints have expired and a CBC is required as a part of a renewal request, a new CBC authorization must be paid for through the Individual (MU4) Form. Provide impacted individuals with the [Completing the CBC process for MLOs](#) guide for instructions on how to authorize a new CBC and request new fingerprints. After new fingerprints and CBC results have been received by NMLS, the company may proceed with the sponsored individual's renewal request. The CBC results can be used to process renewal requests for 90 days. See the [Fingerprint Exceptions Guide](#) for more information about expired fingerprints during the renewal period.