

The Florida Senate
BILL ANALYSIS AND FISCAL IMPACT STATEMENT

(This document is based on the provisions contained in the legislation as of the latest date listed below.)

Prepared By: The Professional Staff of the Committee on Banking and Insurance

BILL: SB 1504

INTRODUCER: Senator Calatayud

SUBJECT: Insurance Customer Representative Licensing Qualifications

DATE: January 27, 2026

REVISED: _____

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	<u>Knudson</u>	<u>Knudson</u>	<u>BI</u>	<u>Pre-meeting</u>
2.	_____	_____	<u>AEG</u>	_____
3.	_____	_____	<u>RC</u>	_____

I. Summary:

SB 1504 creates an alternative to the requirement under current law that a customer representative licensee must, within 4 years of applying for licensure, have either earned a degree from an accredited institution of higher learning that included at least 9 credit hours of insurance instruction or have earned one of various specified insurance-related designations issued by specified entities. The bill provides that an insurance customer representative licensee may instead have earned a diploma from a Florida high school which includes one-half credit hour in Personal Finance and Money Management, one-half credit hour in Economics and Personal Finance, and one-half credit hour in Insurance and Personal Finance. The high school diploma must have been earned within 4 years preceding the date an application for licensure as a customer representative is filed with the Department of Financial Services (DFS).

The bill's effective date is January 1, 2027.

II. Present Situation:

Licensure of Insurance Agents and Agencies by the Department of Financial Services

The Florida Insurance Code provides that “no person may be, act as, or advertise or hold himself or herself out to be an insurance agent, insurance adjuster, or customer representative unless he or she is currently licensed by the department and appointed by an appropriate appointing entity or person.” The DFS issues licenses for general lines agents, life and health insurance agents, title insurance agents, and bail bond agents. The general lines agent license has the broadest scope of the foregoing, as general lines agents are defined in statute as an agent that transacts one or more of the following: property insurance, casualty insurance, surety insurance, health insurance, or marine insurance. The DFS also licenses insurance agencies¹, which are the

¹ See s. 626.172, F.S.

business locations (other the business location of an insurer or adjuster) that house the activities of licensed insurance agents.²

Insurance Customer Representatives

A customer representative is defined under the Florida Licensing Procedures Law as an individual appointed by a general lines agent or agency to assist that agent or agency in transacting the business of insurance from the office of the agent or agency.³ A customer representative may take insurance applications, give quotes, interpret policies, explain procedures, give insurance advice, solicit new customers at the agent's office or by phone from that office, and bind new or additional coverages.⁴ A customer representative must work under the direct supervision of a licensed and appointed Florida resident general lines agent. All business transacted by a customer representative under his or her license must be in the name of the agent or agency by which he or she is appointed, and the agent or agency is responsible for all acts of the customer representative within the scope of such appointment.⁵

A customer representative may be employed by only one agent or agency and the agency must appoint one designated agent within the agency who will supervise the work of the applicant and his or her conduct in the insurance business.⁶ A customer representative must be a salaried employee of the agent or agency and the customer representative's salary may not be primarily based on commissions, the production of applications, insurance, or premiums. A customer representative may not transact insurance outside of the office of his or her supervising agent or agency.⁷ A customer representative must be housed wholly and completely within the actual confines of the office of the agent or agency whom he or she represents.⁸ A customer representative may not be employed from any location except where an agent licensed to write such lines spends his or her full time in charge of such location.

Customer Representative Licensure

A customer representative must be currently licensed by DFS and appointed by an appropriate appointing entity or person.⁹ The customer representative's license is limited to the kinds of insurance for which the agent or agency by which he or she is employed is licensed and cannot include life insurance or any kind.¹⁰ To obtain licensure from DFS as a customer representative, a prospective licensee must apply for licensure with DFS, meet the requirements for licensure, and pay all applicable fees.¹¹

² See s. 626.015(10), F.S.

³ Section 626.015(6), F.S.

⁴ Department of Financial Services, *Insurance Agent and Agency Services Compliance Information: General Lincex Agents and Customer Representatives – Customer Representative Authority*, <https://myfloridacfo.com/division/agents/compliance/general-lines-agents-customer-reps> (last accessed January 21, 2026).

⁵ Section 626.7354(5), F.S.

⁶ Section 626.7351(5), F.S.

⁷ Section 626.7354(4), F.S.

⁸ Section 626.7352, F.S.

⁹ Section 626.112, F.S.

¹⁰ Section 626.7354(2), F.S.

¹¹ Section 626.171, F.S.

The license of a customer representative must cover all classes of insurance that his or her appointing general lines agent or agency is currently authorized to transact.¹² Section 626.7351, F.S., sets forth the following mandatory requirements for licensure as a customer representative:

- The applicant for licensure must be found by DFS to be trustworthy and competent to hold licensure and be a natural person at least 18 years of age.
- The applicant must be either a United States citizen or legal alien who possesses work authorization from the United States Bureau of Citizenship and Immigration Services and is a bona fide resident of this state and will actually reside in the state at least 6 months out of the year¹³, or a resident of another state sharing a common boundary with this state and has been employed in this state for a period of not less than six months by a Florida resident general lines agent licensed and appointed under this chapter.
- The applicant must meet all requirements in ch. 626, F.S., for licensure as a customer representative.
- The applicant will be employed by only one agent or agency and the agency must appoint one designated agent within the agency who will supervise the work of the applicant, and the applicant will spend all of his or her business time in the employment of the agent or agency and will be domiciled in the office of the appointing agent or agency.
- The applicant must satisfy an educational requirement within 4 years preceding applying for licensure. The education requirement is satisfied if the applicant earned a degree from an accredited institution of higher learning approved by DFS that includes at least 9 credit hours of insurance instruction including specific instruction in property, casualty, and inland marine insurance, or if the applicant has earned one of various designations related to being an insurance professional which are set forth in statute.¹⁴
- A customer representative licensee may not be a licensed agent or licensed service representative¹⁵.

¹² Section 626.311, F.S.

¹³ An individual who is a bona fide resident of this state shall be deemed to meet the residence requirements of this subsection, notwithstanding the existence at the time of application for license of a license in his or her name on the records of another state as a resident licensee of the other state, if the applicant furnishes a letter of clearance satisfactory to the department that the resident licenses have been canceled or changed to a nonresident basis and that he or she is in good standing. See s. 627.7351(2)(a), F.S.

¹⁴ Section 627.7351(3), F.S. The designations specified in statute are the designation of Accredited Advisor in Insurance (AAI), Associate in General Insurance (AINS), or Accredited Customer Service Representative (ACSR) from the Insurance Institute of America; the designation of Certified Insurance Counselor (CIC) from the Society of Certified Insurance Service Counselors; the designation of Certified Professional Service Representative (CPSR) from the National Foundation for CPSR; the designation of Certified Insurance Service Representative (CISR) from the Society of Certified Insurance Service Representatives; the designation of Certified Insurance Representative (CIR) from All-Lines Training; the designation of Chartered Customer Service Representative (CCSR) from American Insurance College; the designation of Professional Customer Service Representative (PCSR) from the Professional Career Institute; the designation of Insurance Customer Service Representative (ICSR) from Statewide Insurance Associates LLC; the designation of Registered Customer Service Representative (RCSR) from a regionally accredited postsecondary institution in the state whose curriculum is approved by the department and includes comprehensive analysis of basic property and casualty lines of insurance and testing which demonstrates mastery of the subject.

¹⁵ Section 626.015(19), F.S., defines a “service representative” as an individual employed by an insurer or managing general agent for the purpose of assisting a general lines agent in negotiating and effecting insurance contracts (other than life insurance) when accompanied by a licensed general lines agent.

Florida Requirements for a Standard High School Diploma

Receipt of a standard high school diploma in Florida requires successful completion of 24 credits, which must include:

- Four credits in English Language Arts;
- Four credits in mathematics;
- Three credits in science;
- Three credits in social studies;
- One credit in fine or performing arts, speech and debate, or career and technical education;
- One credit in physical education;
- Seven and one-half credits in electives; and
- One-half credit in personal financial literacy.¹⁶

The credit requirement for personal financial literacy was established through the Dorothy L. Hukill Financial Literacy Act (Hukill Act), which requires that, beginning with students entering grade 9 in the 2023-2024 school year, students must earn one-half credit in personal financial literacy and money management in order to receive a standard high school diploma.¹⁷ The purpose of the Hukill Act is to better prepare young people in Florida for adulthood by providing them with the requisite knowledge to achieve financial stability and independence. The one-half credit in personal financial literacy and money management must include discussion of or instruction in all the following:

- Types of bank accounts offered, opening and managing a bank account, and assessing the quality of a depository institution's services.
- Balancing a checkbook.
- Basic principles of money management, such as spending, credit, credit scores, and managing debt, including retail and credit card debt.
- Completing a loan application.
- Receiving an inheritance and related implications.
- Basic principles of personal insurance policies.
- Computing federal income taxes.
- Local tax assessments.
- Computing interest rates by various mechanisms.
- Simple contracts.
- Contesting an incorrect billing statement.
- Types of savings and investments.
- State and federal laws concerning finance.
- Costs of postsecondary education, including cost of attendance, completion of the Free Application for Federal Student Aid, scholarships and grants, and student loans.

¹⁶ Section 1003.4282, F.S.

¹⁷ Chapter 2022-17, Laws of Florida.

High School Elective Courses

Florida law requires school districts to develop and offer coordinated electives so that a student may develop knowledge and skills in his or her area of interest, such as electives with a STEM or liberal arts focus.¹⁸ Such electives must include opportunities for students to earn college credit, including industry-certified career education programs or series of career-themed courses that result in industry certification or articulate into the award of college credit, or career education courses for which there is a statewide or local articulation agreement and which lead to college credit.

III. Effect of Proposed Changes:

Section 1 amends s. 626.7351, F.S., which sets forth the requirements DFS must follow when granting or issuing a license as a customer representative. The bill provides an alternative to the requirement that a customer representative licensee must have within 4 years of applying for licensure either earned a degree from an accredited institution of higher learning that included at least 9 credit hours in certain insurance-related instruction or have earned one of various specified insurance-related designations issued by certain entities. The bill provides that an insurance customer representative licensee may instead have earned a diploma from a Florida high school which includes one-half credit hour in Personal Finance and Money Management, one-half credit hour in Economics and Personal Finance, and one-half credit hour in Insurance and Personal Finance. The high school diploma must have been earned within 4 years preceding the date an application for licensure as a customer representative is filed with the Department of Financial Services (DFS).

Section 2 provides that the act is effective January 1, 2027.

IV. Constitutional Issues:

A. Municipality/County Mandates Restrictions:

None.

B. Public Records/Open Meetings Issues:

None.

C. Trust Funds Restrictions:

None.

D. State Tax or Fee Increases:

None.

¹⁸ Section 1003.4282(3)(g), F.S.

E. Other Constitutional Issues:

None.

V. Fiscal Impact Statement:

A. Tax/Fee Issues:

None.

B. Private Sector Impact:

Increasing opportunities for high school students to take elective courses related to insurance that meet statutory educational requirements for customer representatives should enhance job opportunities for those students in the insurance industry and create a larger pool of potential employees for insurers and insurance agencies.

C. Government Sector Impact:

None.

VI. Technical Deficiencies:

None.

VII. Related Issues:

None.

VIII. Statutes Affected:

This bill substantially amends the following sections of the Florida Statutes: 626.7351

IX. Additional Information:

A. Committee Substitute – Statement of Changes:

(Summarizing differences between the Committee Substitute and the prior version of the bill.)

None.

B. Amendments:

None.