



LOUISIANA DEPARTMENT OF INSURANCE  
TIMOTHY J. TEMPLE  
COMMISSIONER

## **Fingerprinting Instructions for Resident Insurance Producer, Claims Adjuster, Public Adjuster, Navigator or Insurance Consultant Applicants**

1. Schedule your appointment for Livescan fingerprinting at <https://uenroll.identogo.com/>. Your fingerprints will be used for a state and federal background check.
2. Enter the service code **27N339**. This unique service code identifies that you are fingerprinting for the Louisiana Department of Insurance (LDI) and identifies that you are being fingerprinted because you are applying for a resident insurance producer, claims adjuster, public adjuster, navigator, or insurance consultant license with Louisiana Department of Insurance. This code may not be used for fingerprinting any other purpose. You will not be able to proceed with scheduling an appointment without entering the service code.
3. Select "Schedule or Manage an Appointment." Here, you will pre-register for your fingerprinting appointment, then you will schedule your appointment for a place, date, and time most convenient for you. You will be able to search for location near you and can search for appointment availability for the next 7 days.
4. When you arrive for your appointment, your identity will be verified, and your prints captured using Livescan technology.
5. The fee for State and Federal Livescan is \$60.75. Identogo will collect this fee at the time of your appointment. Applicants may pay by credit/debit card, check, or money order. Checks can be made out to either IDEMIA or IDENTOGO.
6. Once you have completed the appointment, the fingerprints are electronically submitted to LSP, and the background check will be processed.
7. LSP will send the results to LDI via a secure interface. Results are typically received within 3 days.
8. If the fingerprint images are rejected by the FBI or LSP for any reason, you will receive an email from Identogo/Idemia to reschedule an appointment to re-fingerprint. You must use the link provided in the email to reschedule another appointment to avoid being charged again for the fingerprinting service.
9. If you have questions or need assistance with the fingerprinting process, contact Identogo at 1-844-539-5543.



## Fingerprint Service Code Form

**Service Name:** Department of Insurance - License Applicant

To Schedule your ten-minute fingerprint appointment, simply visit <https://uenroll.identogo.com> and enter the following Service Code

**27N339**

*Service Code is unique to your hiring/licensing agency. **Do not use this code for another purpose.***

**Please bring one of the identification documents from the list below to your enrollment appointment. Identification must be valid, not expired, and contain a photograph of the applicant.**

- Driver's License issued by a State or outlying possession of the U.S.
- Driver's License PERMIT issued by a State or outlying possession of the U.S.
- Driver's License PAPER/TEMPORARY issued by a State or outlying possession of the U.S.
- Enhanced Driver's License (EDL)
- Commercial Driver's License issued by a State or outlying possession of the U.S.
- Commercial Driver's License PERMIT issued by a State or outlying possession of the U.S.
- ID card issued by a federal, state, or local government agency or by a Territory of the United States
- Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
- Department of Defense Common Access Card
- Uniformed Services Identification Card (Form DD-1172-2)
- U.S. Military Identification Card
- U.S. Coastguard Merchant Mariner Card
- Military Dependent's Identification Card
- U.S. Passport
- Foreign passport
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Card/Document (I-766) that contains a photograph
- Canadian Driver's License
- Foreign Driver's License (Mexico and Canada Only)
- U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States



Don't have access to the Internet? You can still schedule an appointment by calling 844-539-5543.