

# IAR LEGAL HOTLINE



## NAVIGATING THE INDIANA PROFESSIONAL LICENSING AGENCY (IPLA)

While the summer selling season is underway and real estate brokerages have anticipated getting newly licensed brokers out in the field, brokers are experiencing delays within the Professional Licensing Agency in processing new licenses, transferring existing licenses, and terminating managing broker liability for existing licenses. Some of the delays are being addressed administratively with new staff and better agency protocol. In communicating with IPLA, IAR has learned that some of these administrative headaches experienced by managing brokers can be averted with a little advice on how to navigate IPLA. Below are some of the questions we have received from members concerning IPLA issues and the proposed solutions from IPLA. As always, if you experience an unnecessary setback/issue with IPLA, please contact the IAR Legal Hotline at 1-800-444-5472 if you are a managing broker or designated to call the Hotline.

**Q:** I desperately would like to disassociate with a broker whose license that I am holding. I'm afraid that the licensee is putting my brokerage at risk and no longer want to hold their license. There is no way to make this change online and when I call IPLA, I get a recording says that it will be at least 4 weeks before it will be completed. How do I terminate my association with this licensee?

**A:** In unfortunate situations such as these, time is of the essence. Fortunately, you CAN terminate this association via IPLA online services. After logging onto the INBiz.in.gov web site, the managing broker has the option of terminating a broker by transferring their license to "inactive" or "unassigned" status. Most online changes are updated within 24 hours once approved.

In response to recent criticisms about processing delays, IPLA has been receptive and provided our Association with the following checklists that explain how to complete and approve real estate license transfers online. Additionally, we encourage you to learn about the many online services offered by IPLA for faster, more efficient service at <https://www.in.gov/pla/license/>.

Please keep in mind that there are certain instances when a paper form must be utilized and an online option is not available. This includes: when someone is working under a managing broker's license and not a company, changing managing broker of a company, and moving a license from "inactive" or "referral" to any other license status. In any of those cases, it would be prudent to convey the paper form to IPLA directly.



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## Transfer of a Real Estate License online:

You will use the following link to create an account: <https://inbiz.in.gov/certification/real-estate-transfer>.

- Once your account is created, you will go to “Online Services” at the top of your “Dashboard”
- A drop-down menu will pop down and you will select the option “Add your License”
- When you select “Add your License” you will select the option “Real Estate Transfer”
- You will enter your RB number, last 4 of SSN, and birthday
- You will then click “Add” at the bottom
- Once your license is added, you will go back to your “Dashboard” and you should see your license number there with an option to the right that says “Edit License”.
- From there you will then see your options for transfer on the left side of the screen and follow the prompts to transfer and pay
- The transfer will not be completed until the Managing Broker approves your transfer on their end.

Once the transfer is approved through INBiz from your Managing Broker, it will take approx. 24 hours to go through all the way on IPLA’s side

## How to Approve a License Transfer online:

- You will go to “Edit License” on your “Dashboard”
- From there you will then see your options for transfer on the left side of the screen
- Click on “My Transfer Request” the “My Request”
- There you should see the transfer to approve

## Q: What is causing IPLA to experience delays in the processing/transferring of the real estate licenses?

**A:** As previously mentioned, services and communications via IPLA has suffered for numerous reasons, including staff shortages (which all state agencies have experienced), new forms to be completed, and outdated contact information being used by applicants/brokers. IPLA staff and Governor Holcomb’s administration have been sensitive to our concerns and together we have worked collaboratively to brainstorm potential short-term and long-term solutions. In response, we would like to emphasize a couple suggestions that could prevent your license applications and transfers from being delayed.

First, a new form is now required before the initial licensure of first-time brokers. The Supplemental A form was just added in April. It must be completed/signed by the managing broker and uploaded by the



applicant at the time of application for the license to be issued in active status. If this form is not completed at the time of application, approval of the real estate license could be considerably delayed. Make sure your new brokers have completed and submitted this form as part of their application process. That form can be found in the Application Instructions on the Licensing Information page of the IPLA Real Estate page.

Secondly, managing brokers need to remind their brokers, especially their new brokers, to update their e-mail addresses on the INBiz.in.gov web site. Sometimes new brokers use a personal e-mail address when initially registering and applying for a real estate license through the INBiz site, but are assigned a new business e-mail address when they join a real estate brokerage. These brokers then rarely change their email address within the PLA system. This can cause significant communication errors with PLA when attempting to renew or transfer their licenses.

*As always, if you experience a problem/issue with IPLA, please reach out to us. We have an open dialogue with IPLA and they welcome our assistance to better communicate with you. We would be happy to contact IPLA on your behalf and help resolve your specific business-related problems. Our IAR Legal Hotline can be reached from 9am-5pm Monday through Friday at 1-800-444-5472 if you are a managing broker or a designated broker.*

