

SELF SERVICE STORAGE REQUIRED TRAINING PROGRAM CHECK LIST

Effective 7/1/2019, the New Mexico Insurance Code requires all self-service storage insurance producers to provide insurance training to their employees. The training must meet specified minimum requirements.

Below is a checklist of training requirements that must be covered in your training.

- ✓ The supervising entity must supervise the administration of the self-service storage insurance program, including development of a training program approved by the superintendent for employees and authorized representatives of the self-service storage insurance producer.
- ✓ The training program shall be provided to an employee or authorized representative of a self-service storage insurance producer prior to that person engaging in the activity of selling, soliciting or offering self-service storage insurance.
- ✓ The training must inform employees and authorized representatives:
 - (1) that employees and authorized representatives of an owner are prohibited from advertising, representing or otherwise holding themselves out as insurance producers;
 - (2) about ethical sales practices; and
 - (3) about the self-service storage insurance offered to occupants and regarding the disclosures required pursuant to the Self-Service Storage Insurance License Act.
- ✓ The training materials used by or on behalf of the self-service storage facility to train employees and authorized representatives must be submitted to the superintendent at the time the owner applies for a self-service storage insurance producer license and whenever modified. Any changes to those training materials must be submitted to the superintendent prior to their use by the licensee and in a form prescribed by the superintendent.
- ✓ Training materials and changes to those materials that are submitted to the superintendent in accordance with law shall be deemed approved for use by the supervising entity unless the superintendent notifies the supervising entity otherwise.
- ✓ Failure by a self-service storage facility to submit training materials or changes for the superintendent's review, or use of disapproved training materials, shall constitute grounds for the denial of an application for license, nonrenewal of a license or a suspension of a license.