



PSI Services LLC  
[www.psiexams.com](http://www.psiexams.com)

Before paying for your examination registration, be sure you understand the contents of this bulletin. Please retain and use it as a reference when contacting PSI.

# CALIFORNIA DEPARTMENT OF INSURANCE



## CANDIDATE INFORMATION BULLETIN FOR INSURANCE PRODUCERS, INSURANCE ADJUSTERS, BAIL LICENSEES, LIFE and DISABILITY ANALYSTS, and LIFE AGENTS LIMITED TO FUNERAL and BURIAL EXPENSES APPLICANTS

Examinations by PSI Services LLC .....	2	Reporting to the Examination Site .....	6
Licensing Process .....	2	Required Identification at the Examination Site .....	6
Prelicensing Education Requirements .....	2	Security Procedures .....	6
Examination Registration and Scheduling .....	2	Taking the Examination by Computer .....	7
Online Registration .....	2	Identification Screen .....	7
Telephone Registration .....	2	Tutorial .....	7
Fax Registration .....	3	Examination Question Example .....	7
Standard Mail Registration .....	3	Examination Review .....	7
Canceling an Examination .....	3	Score Reporting .....	7
Scheduling a Re-Examination .....	3	Preparing for Your License Examination .....	7
Missed Appointment or Late Cancellation .....	3	Examination Supplies .....	7
Special Examination Arrangements .....	3	Examination Time Limit .....	8
Examination Site Closing for an Emergency .....	3	Some Test Taking Strategies .....	8
PSI Examination Site Locations .....	4	Educational and Examination Objectives .....	8
CDI Examination Site Locations .....	5	Experimental Questions .....	8
		Fingerprinting .....	8
		Special Accomodation Arrangements .....	10

Please refer to our website to check for the most updated examination information at [www.psiexams.com](http://www.psiexams.com)

## EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and licensing process for individuals who wish to operate as insurance producers, as defined in the California Insurance Code (CIC).

The California Department of Insurance (CDI) has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI provides examinations through a network of computer examination centers in California, including CDI's three existing sites. PSI works closely with CDI to be certain that examinations meet state as well as national requirements in basic insurance principles.

## LICENSING PROCESS

CDI is authorized to license individuals who wish to operate as insurance producers, adjusters, and bail agents as defined in CIC.

The steps to become licensed are:

1. Complete any prelicensing education requirements.
2. Pass a licensing examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations relating to the insurance profession and the services you will sell or represent to consumers.
3. Submit a completed license application to CDI.

Pursuant to section 1676(a) of the California Insurance Code, examinations are valid for one year from the date the examination was passed.

All questions about licensure should be directed to:

California Department of Insurance  
Producer Licensing Bureau  
320 Capitol Mall  
Sacramento, CA 95814  
Phone: (800) 967-9331  
[www.insurance.ca.gov](http://www.insurance.ca.gov)

## PRELICENSING EDUCATION REQUIREMENTS

The first step is to complete the prelicensing education that has been approved by CDI, if it is required. Although CDI cannot recommend a specific prelicensing provider, a list of approved prelicensing providers can be found at this link, along with the prelicensing requirements:  
<http://www.insurance.ca.gov/0200-industry/0030-seek-pre-lic>

The prelicensing education requirements ensure that license candidates meet a level of competency as to products, code of ethics, and the law sufficient to allow the newly licensed agent or broker to immediately function as an insurance professional and maintain the highest standard of consumer protection.

The license candidate may complete either an online or a classroom prelicensing education course to meet the requirements stated in Section 1749 of the CIC.

## EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

All questions and requests for information about examinations should be directed to PSI Services LLC: (800) 733-9267 or [www.psiexams.com](http://www.psiexams.com).

In most PSI test centers and CDI examination sites, testing does not take place on the following major holidays:

Labor Day	Closed September 4, 2017
Veterans Day	Closed November 11, 2017 (CDI sites only)
Thanksgiving	Closed November 23-24, 2017
Christmas	Closed December 24-25, 2017
New Years Day	Closed January 1, 2018
Martin Luther King	Closed January 15, 2018
President's Day	Closed February 19, 2018 (CDI sites only)
Cesar Chavez Day	Closed March 31, 2018 (CDI sites only)
Memorial Day	Closed May 28, 2018
Independence Day	Closed July 4, 2018

**EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.**

### ONLINE REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their examinations using the Internet. In order to register online, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com). Online registration is available 24 hours a day. In order to register online, complete the steps below:

- Log onto PSI's website and create an account. You will be asked to put in your email address and the spelling of your name exactly as it is shown on your identification that will be presented at the examination site.
- You will be asked to select the examination. You will then enter your personal and contact information. You will then be ready to pay and schedule for the examination. Enter your zip code and a list of the examination sites closest to you will appear. Once you select the desired examination site, available dates will appear.

For retesting you will need to login to your account online and select "Apply for retest". You will be required to pay the examination fee, and then you will get the available examination dates and locations for scheduling your examination.

For rescheduling simply select "Cancel/Reschedule a test". You will then get the available examination dates and locations for rescheduling your examination.

### TELEPHONE REGISTRATION

Call PSI registrars at (877) 392-6422 Monday through Friday between 4:30 am and 7:00 pm, or Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time, to schedule your appointment for the test. You will need a valid credit card (Visa, MasterCard, American Express or Discover).



## FAX REGISTRATION

For FAX registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover).

1. Complete the California *Examination Registration Form* that is linked to this Candidate Information Bulletin. Please include your credit card number and expiration date on the form. Note: If your information is incomplete or incorrect, it will be returned for correction.
2. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.

Please allow four business days to process your registration. After four business days, you may call PSI to schedule the examination at (800) 733-9267.

## STANDARD MAIL REGISTRATION

You must use the Standard Mail Registration. In order to register, please follow the steps below.

1. Complete the California *Examination Registration Form*.

NOTE: BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORM. AN IMPROPERLY COMPLETED FORM WILL BE RETURNED TO YOU UNPROCESSED.

2. Payment of fees may be made by credit card (Visa, MasterCard, American Express or Discover), money order, company check or cashier's check. Make check or money order payable to PSI and indicate your name on it to ensure that your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**
3. Submit the completed Registration Form and the appropriate examination fee to:

PSI Services LLC  
ATTN: Examination Registration CA INS  
3210 E Tropicana  
Las Vegas, NV 89121

Please allow two weeks to process your Registration. After two weeks, you may call PSI to schedule the examination at (800) 733-9267.

## CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received two days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267 or use the PSI Website.

**Note: A voice mail message is NOT an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly to a Customer Service Representative.**

## SCHEDULING A RE-EXAMINATION

In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule your examination.

### Limit on re-takes (effective 1/1/2017):

Effective January 1, 2017, any insurance license exam candidate that has failed an exam ten times within the previous 12-month period will be barred from taking the same exam for a period of 12 months from the date of the last failed exam. Exams that were taken and failed during Calendar Year 2016 will be counted towards the ten exam limit.

The calculation for determining the number of exams taken is based on exam type. For instance, an exam candidate who is in the process of taking both the life-only exam and the personal lines exam would not have their exams combined (e.g., the count for this exam candidate would be five times for the life-only exam and four times for the personal lines exam in the same 12-month period. In this example, the exam candidate would not be counted as taking nine exams towards the ten exam limit).

However, combination exams which include one of the license types of a single exam taken in the same 12-month period are considered to be the same exam type when determining the number of exams taken. For instance, an exam candidate taking the life-only exam eight times and a combination life and accident/health exam two times in the same 12-month period will have reached the ten exam limit for taking any of CDI's life agent exams, including life limited to funeral and burial expenses.

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment two days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

## SPECIAL EXAMINATION ARRANGEMENTS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must complete the Special Arrangement Request Form at the end of this Candidate Information Bulletin and must fax it to PSI (702) 932-2666.

## EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at [www.psiexams.com](http://www.psiexams.com).



## PSI EXAMINATION SITE LOCATIONS

Please note there will be a convenience charge of \$33, in addition to the examination fee, when testing at a PSI site. There are 21 PSI sites located in suburban areas throughout the state which may be much closer and more convenient for you to take your license examination. PSI sites offer free parking.

### AGOORA HILLS

30851 AGOURA RD, SUITE 302  
AGOORA HILLS, CA 91301

*FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.*

*FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.*

### ANAHEIM

2301 W. LINCOLN AVE, SUITE 252  
ANAHEIM, CA 92801

*DIRECTIONS FROM LA: TAKE 5 SOUTH EXIT BROOKHURST AND TURN RIGHT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY), AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*(ORANGE COUNTY) DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC: TAKE 5N EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*IF BROOKHURST EXIT IS CLOSED: TAKE 5 N EXIT EUCLID AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS BROOKHURST AND SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*\*\*\*\*KEEP IN MIND THAT THE EUCLID EXIT COMES FIRST AND THEN BROOKHURST. \*\*\*\**

*OR 91 FREEWAY: TAKE 91 W EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

### ATASCADERO

7305 MORRO RD, SUITE 201A  
ATASCADERO, CA 93422

*FROM US-101 N, TAKE THE CA-41 EXIT- EXIT 219-TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. Turn LEFT onto CA-41/MORRO RD.*

*FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT- EXIT 219, TURN RIGHT ONTO CA-41/MORRO RD.*

### BAKERSFIELD

5405 STOCKDALE HIGHWAY, SUITE 206  
BAKERSFIELD, CA 93309

*FROM I-5 S, TAKE THE STOCKDALE HWY EXIT (253). TURN LEFT ONTO STOCKDALE HWY.*

*FROM I-5 N TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CA-99 N VIA EXIT (221) TOWARD BAKERSFIELD/FRESNO. TAKE THE CA-58 E EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CAL STATE UNIV/STOCKDALE HWY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE RD. TURN SLIGHT LEFT ONTO STOCKDALE HWY.*

### BURBANK

2835 N. NAOMI STREET  
BURBANK CA 91504

*FROM I-5 SOUTH: TAKE HOLLYWOOD WAY EXIT 149. KEEP LEFT TO TAKE THE RAMP TOWARD WOODBURY UNIVERSITY. TURN LEFT ONTO N. HOLLYWOOD WAY. TURN RIGHT ONTO N. GLENOAKS BLVD. TURN RIGHT ONTO N. NAOMI ST. 2835 N NAOMI ST IS ON THE RIGHT.*

*FROM I-5 NORTH: TAKE BUENA VISTA STREET EXIT 148. TURN LEFT ONTO N. BUENA VISTA. TURN LEFT ONTO N. GLENOAKS BLVD. TURN LEFT ONTO N. NAOMI ST. 2835 N. NAOMI ST IS ON THE RIGHT.*

### CARSON

17420 S. AVALON BLVD, SUITE 205  
CARSON, CA 90746

*FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).*

*FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT HAND SIDE. (SAME PARKING LOT AS CARL'S JR).*

### DIAMOND BAR

21660 EAST COPLEY DR SUITE 260  
DIAMOND BAR, CA 91765

*FROM I-10 E, TAKE THE GRAND AVE EXIT, EXIT 38A. TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.*

*FROM 60 WEST, TAKE GRAND AVE EXIT, EXIT 24B. TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.*

### EL MONTE - SANTA FE SPRINGS

10330 PIONEER BOULEVARD, SUITE 285  
SANTA FE SPRINGS, CA 90670

(562) 325-8113

*FROM THE I-5 NORTH TAKE NORWALK BLVD EXIT #121, TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.*

### FRESNO

351 E. BARSTOW, SUITE 101  
FRESNO, CA 93710

*FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT HAND SIDE.*

*FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE.*

*TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.*

### HAYWARD

24301 SOUTHLAND DRIVE, SUITE B-1  
HAYWARD, CA 94545

*FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.*

*FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.*

### LAGUNA HILLS

23297 SOUTH POINTE DR  
SUITE 140

LAGUNA HILLS, CA 92653

*FROM I-5 SOUTH, TAKE THE LAKE FOREST DR/BAKE PKWY EXIT (EXIT 92). KEEP LEFT TO TAKE THE LAKE FOREST DR S RAMP. THEN KEEP RIGHT TO TAKE THE LAKE FOREST DR RAMP. GO STRAIGHT ONTO AVENIDA DE LA CARLOTA. TURN RIGHT ONTO PLAZA POINT DR. TURN RIGHT ONTO S POINTE DR. THE SITE IS ON THE RIGHT.*



**LAWNDALE**

THE BAYTOWER CORPORATE CENTER SUITE 330  
15901 HAWTHORNE BLVD  
LAWNDALE, CA 90260  
310-793-1200

FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.

**REDDING**

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002

ON 299 FROM EAST TAKE RAMP ONTO I-5 S. TAKE EXIT #677/REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

ON 299 FROM WEST TURN RIGHT ON MARKET ST (CA-273 S). TURN LEFT ON TEHEMA ST (CA-299 E). CONTINUE TO FOLLOW CA-299 E. TAKE EXIT #2A/RED BLUFF/SACRAMENTO ONTO I-5 S. TAKE EXIT #677/REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

ON I-5 FROM NORTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD  
ON I-5 FROM SOUTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN RIGHT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD  
ON HWY 44 FROM EAST TAKE RAMP TOWARD VICTOR AVE. TURN LEFT ON VICTOR AVE. TURN RIGHT ON E CYPRESS AVE. TURN LEFT ON CHURN CREEK RD.

FROM ALL DIRECTIONS, FRONT BUILDING IS 2881 CHURN CREEK, DRIVEWAY INTO COMPLEX IS DIRECTLY ACROSS FROM MAJOR MUFFLER ON EAST SIDE OF CHURN CREEK. 2861 IS FIRST BUILDING ON THE LEFT.

**RIVERSIDE**

7888 MISSION GROVE PARKWAY S., SUITE 130  
RIVERSIDE, CA 92508

FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWAY S.

**SACRAMENTO**

9719 LINCOLN VILLAGE DR.  
BUILDING 100, SUITE 100  
SACRAMENTO, CA 95827

FROM SAN FRANCISCO/VALLEJO ON I-80 E, TAKE US-50 E TOWARD SACRAMENTO/SOUTH LAKE TAHOE. TAKE BRADSHAW ROAD, EXIT 13, TURN RIGHT ONTO BRADSHAW ROAD. TURN IMMEDIATE LEFT ONTO LINCOLN VILLAGE DR.

**SAN DIEGO**

5440 MOREHOUSE DRIVE, SUITE 2300  
SAN DIEGO, CA 92121

FROM I-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

**SAN FRANCISCO**

150 EXECUTIVE PARK BLVD., STE 2400  
SAN FRANCISCO, CA 94134

I-80 W BECOMES US-101 S. TAKE EXIT 429 A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

**SANTA ROSA**

160 WIKIUP DRIVE, SUITE 105  
SANTA ROSA, CA 95403

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

**SANTA CLARA**

2936 SCOTT BLVD  
SANTA CLARA, CA 95054

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT-EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

**VENTURA**

4245 MARKET ST, SUITE 208  
VENTURA, CA 93003

FROM US-101N, TAKE THE TELEPHONE ROAD EXIT 65. TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

**VISALIA**

3400 W MINERAL KING AVE, SUITE D  
VISALIA, CA 93291

FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1<sup>ST</sup> LEFT ONTO W MINERAL KING AVENUE.

**WALNUT CREEK**

175 LENNON LANE, SUITE 203  
WALNUT CREEK, CA 94598

FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.

<b>CALIFORNIA DEPARTMENT OF INSURANCE EXAMINATION SITE LOCATIONS</b>
--

LOS ANGELES - PSI's convenience fee is not charged at this site

RONALD REAGAN BUILDING  
300 SOUTH SPRING STREET  
FIRST FLOOR NORTH TOWER, SUITE 1000  
LOS ANGELES, CA 90013

THE LOS ANGELES EXAMINATION SITE IS LOCATED IN THE RONALD REAGAN STATE BUILDING NEAR THE LOS ANGELES CIVIC CENTER, AT THE CORNER OF 3RD AND SPRING STREETS. THE BUILDING IS FREEWAY ACCESSIBLE FROM BOTH THE 110 FREEWAY (4TH STREET EXIT) AND THE 101 FREEWAY (SPRING STREET EXIT). PUBLIC PARKING IS AVAILABLE.



WHEN TRAVELING EAST OR WEST: EXIT THE 110 FREEWAY AT 4TH STREET AND GO 4 BLOCKS TO MAIN STREET.

WHEN TRAVELING NORTH OR SOUTH: EXIT THE 101 FREEWAY AT SPRING STREET AND GO SOUTH.

PARKING: IF YOU CHOOSE TO DRIVE TO THE EXAMINATION SITE, THERE ARE SEVERAL PUBLIC PARKING GARAGES WITHIN A FEW BLOCKS. PRICES WILL VARY, AND YOU WILL WANT TO CONTACT THEM BEFORE YOU ARRIVE.

- BROADWAY SPRING CENTER (PARKING STRUCTURE) 213-626-2099.
- PARAGON PARKING 213-689-4818.
- JOE'S AUTO PARKS 213-629-3263
- CENTRAL PARKING 213-623-8518.

SACRAMENTO - PSI's convenience fee is not charged at this site

CALIFORNIA DEPARTMENT OF INSURANCE  
CURRICULUM AND OFFICER REVIEW BUREAU  
EXAMINATION SECTION  
320 CAPITOL MALL  
SACRAMENTO, CA 95814

THE SACRAMENTO EXAMINATION SITE IS LOCATED ON THE CORNER OF CAPITOL MALL AND 4TH STREET IN DOWNTOWN SACRAMENTO AND IS FREEWAY ACCESSIBLE FROM INTERSTATE 5. PUBLIC PARKING IS AVAILABLE.

WHEN TRAVELING EAST OR WEST FROM EITHER INTERSTATE 80 OR HIGHWAY 50, TAKE INTERSTATE 5 NORTH AND EXIT J STREET. TURN RIGHT ON 3RD STREET.

WHEN TRAVELING NORTH OR SOUTH, TAKE INTERSTATE 5 AND EXIT AT J STREET. TURN RIGHT ON 3RD STREET.

PARKING: THE CITY OF SACRAMENTO PARKING SERVICES DIVISION CAN BE REACHED AT 1-800-808-5110. PARKING IS AVAILABLE AT THE FOLLOWING LOCATIONS: DOWNTOWN PLAZA (VARIOUS ENTRANCES OFF OF L STREET), LOT X (ENTRANCE OFF OF 2ND AND O STREETS), LOT Y (ENTRANCE OFF OF 2ND AND O STREETS), 300 CAPITOL MALL (ENTRANCE OFF OF 3RD AND N STREETS - THIS IS A PRIVATE GARAGE)

You may also test at any of PSI's other examination sites outside of California.

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee. Even though candidates will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one form of identification. The identification must be a VALID form of government-issued identification with photo and signature (Driver's license from any state, California identification card\*, passport, passport card, military ID, Employment Authorization card or Permanent Resident card). A Veteran Health Identification Card (VHID) with a photo. The identification provided must match the name given during registration.

\*Notes:

- An out-of-state ID card is NOT acceptable.
- California does allow candidates to bring in their expired ID along with the paper extension. The names and license numbers must match both the expired ID and the paper extension

If you cannot provide the required identification, you must call (800) 733-9267 at least three weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination that day.*

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- With the exception of religious apparel, head coverings, hats, baseball caps, visors, coats, shawls, hooded clothing, heavy jackets and overcoats are not permitted in the examination site.
- Please be advised that children, cell phones, calculators, pagers, cameras, programmable electronic devices and recording devices of any kind are NOT allowed to enter PSI or CDI testing sites. Additionally, **NO personal items** are to enter the testing sites. PSI and CDI will not be responsible for any personal items, and suggests that you leave such items in another safe place, of your choosing.
- No weapons of any kind allowed in the testing room, including, but not limited to, guns, knives, clubs or sharp objects
- No smoking, eating, or drinking will be allowed at the examination site.
- Dictionaries, books, papers, or study and reference materials are NOT permitted in the examination room.
- You may not exit the building during the examination.
- Copying or communicating examination content is a violation of PSI security policy and Section 1681.5 of the CIC. Either one may result in the disqualification of examination results and may lead to legal action and prosecution.

Please Note:

PSI examination sites have additional security measures:

- You will have your picture taken prior to admittance into the examination.
- You may not wear a jacket, coat or any type of hooded clothing into the examination room. Sweaters that do not have pockets are allowed.
- You may not bring a purse or backpack into the examination room.
- You will be asked to put these items in your vehicle. PSI only provides accordion type folders for any items. These folders are left in the lobby and PSI is not responsible for the security of those items.
- You may not wear a wristwatch into the examination room and you will be asked to empty your pockets.

While at the examination site you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site you shall not use words or take actions that are vulgar, obscene, and libelous or that would denigrate the examination staff or other candidates. Failure to act as a professional will result in your



immediate dismissal from the examination site and you will be required to reschedule another examination and pay the rescheduling fee.

## TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

### TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.

### TEST QUESTION SCREEN

The "Function Bar" at the top of the sample question provides mouse-click access to the features available while taking the examination.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.



The screenshot shows a computer interface for an examination. At the top, there is a function bar with icons for Mark, Comments, Goto, Help, and End. Below this, a status bar displays: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, Time Left (Min): 3:59. The main question area contains the text: "3. What do the stars on the United States of America's flag represent?". Below the question, it says "(Choose from the following options)". There are four radio button options: "1. Presidents", "2. Colonies", "3. States", and "4. Wars". At the bottom of the question area, there are two buttons: "<< Back" and "Next >>".

**IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

### EXAMINATION REVIEW

PSI, in cooperation with the CDI, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by clicking the Comments links on the function bar of the test question screen. These comments will be analyzed by PSI examination development staff. PSI does not respond to

individuals regarding these comments, however, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

In addition, as a part of the examination review, CDI may include questions that need to be validated on your examination. An additional 10 to 15 minutes may be added to your examination to allow time for you to respond to these questions. These questions will not count towards your final score.

## SCORE REPORTING

The examination proctor will give you an official score report immediately following completion of the examination.

If you pass, you will immediately receive a successful notification and performance summary on a CDI examination results letter.

If you do not pass, you will immediately receive an unsuccessful CDI examination results letter along with a diagnostic report indicating your strengths and weaknesses by examination portion.

### DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com) or by calling 800-733-9267.

## PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.
- Complete your prelicensing course before taking the licensing examination.
- Familiarize yourself with the computer-based examinations by reviewing sample test screens on the CDI website.
- Understand the CDI examination process and procedures so that you know what to expect on examination day.
- Arrive at the examination site on time. Driving directions and other useful information is provided in this bulletin.
- Contact PSI if you need a special accommodation.
- Understand your options for completing the fingerprint requirement.

### EXAMINATION SUPPLIES

A pencil and scratch paper are available at every examination computer terminal.



## EXAMINATION TIME LIMIT

The following chart indicates the type of examination and the number of minutes allotted on the examination:

Examination Type	Time (minutes)
Accident and Health Agent	105
Bail Examination	120
Casualty Broker-Agent	98
Commercial Insurance	98
Insurance Adjuster	158
Life and Disability Analyst	210
Life Limited to the Payment of Funeral and Burial Expense	135
Life, Accident and Health Agent	195
Life-Only	105
Limited Lines Auto	105
Personal Lines Broker-Agent	135
Property Broker-Agent and Cas Broker-Agent	195
Property Broker-Agent	98
Public Adjuster	165

## SOME TEST TAKING STRATEGIES

There are several test taking strategies that you can use in preparing to take the license examination, and several are listed below:

- Read the question carefully before you look at the possible answers.
- Think of the answer in your head before looking at the possible answers. This way the choices given on the test won't throw you off or trick you.
- Eliminate answers you know aren't right.
- Read all the choices before choosing your answer.
- There is no guessing penalty, so you should always take an educated guess and select an answer.
- Don't keep on changing your answer, usually your first choice is the best one, unless you misread the question.
- In "All of the above" and "None of the above" choices, if you are certain one of the statements is true don't choose "None of the above" and if one of the statements is false don't choose "All of the above".
- In a question with an "All of the above" choice, if you see that at least two statements are correct, then "All of the above" is probably the answer.
- A positive choice is more likely to be true than a negative one.
- Usually the correct answer is the choice with the most information.

In addition, review the most current educational objectives or study material provided in this bulletin. When reviewing the prelicensing course material, also review the textbooks that the education provider referenced as being used to develop the prelicensing course. Education providers may list their references as well as other useful references at the end of the textbook.

## EDUCATIONAL AND EXAMINATION OBJECTIVES

The educational objectives and study materials are the basis for the examinations, which are updated periodically. You may download the educational objectives and study materials at the following link:

<http://www.insurance.ca.gov/0200-industry/0030-seek-pre-lic/>

## EXPERIMENTAL QUESTIONS

In addition to the number of examination items specified, a small number of five to ten "experimental" questions may be administered to candidates during the examinations. **These questions will not be scored and the time taken to answer them will not count against examination time.** The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

## FINGERPRINTING

### PSI EXAMINATION SITES OFFERING FINGERPRINTING

PSI has fingerprint technicians available at these examination sites to assist California insurance license applicants to complete their fingerprint impression requirement.

Candidates will need to pay a fingerprint fee (\$68.95) that covers the following services: Federal Bureau of Investigation (FBI) processing fee of \$14.25, Department of Justice (DOJ) processing fee of \$34.75, and an additional "rolling fee" charged by PSI of \$19.95. The \$68.95 fee is to be paid at the PSI test site. PSI accepts money order, cashier's check, company check (made payable to MorphoTrust USA), VISA or Mastercard.

### CALIFORNIA (CA) DEPARTMENT OF INSURANCE EXAMINATION SITES OFFERING FINGERPRINT

CDI has its contracted fingerprint vendor, Accurate Biometrics, available at CDI's examination sites to assist California insurance license applicants to complete their fingerprint impression requirement. Candidates will need to pay a fingerprint fee (\$58.30) that covers the following services: Federal Bureau of Investigation (FBI) processing fee of \$14.25, Department of Justice (DOJ) processing fee of \$34.75, and an additional "rolling fee" charged by Accurate Biometrics of \$9.30. The \$58.30 fee is to be paid directly to Accurate Biometrics, (866) 361-9944, [www.accuratebiometrics.com](http://www.accuratebiometrics.com). They accept money order, cashier's check, company check, personal check, VISA, MasterCard, American Express, and Discover.

If you would like to have your fingerprint impressions taken before your license examination, you may schedule your fingerprint impressions using CDI's contracted fingerprint vendor, Accurate Biometrics. When you go to have your fingerprint impressions made, please bring with you a completed Live Scan Request, form 442-39A.





Candidates may also check the Department of Justice (DOJ) website which maintains a listing of approved Live Scan fingerprinting vendors available to the public. The DOJ list is broken down by county and each vendor's rolling fees vary from location to location. Candidates are encouraged to contact the Live Scan provider in advance to verify their current operating hours, fees, etc. This list is available at the following website:  
<http://ag.ca.gov/fingerprints/publications/contact.php>.

To ensure that your fingerprint impressions are properly recorded when you have your fingerprint impression completed away from one of CDI's examination sites, please follow the instructions on page 2 of the Live Scan Request, Form 442-39A. Payment for the fingerprint impressions must be paid at the fingerprint vendor's business location. These instructions provide the following steps for the license applicants to complete.

1. Complete Part 1 on the Request for Live Scan Service, Form LIC 442-39A which is available on the CDI's website at <http://insurance.ca.gov/>. On the Main Page, in the Search box located on the right side of the screen, insert the form number to retrieve the form.
2. Keep a copy of the Live Scan form for your records. Take the completed form to a DOJ authorized Live Scan vendor. Give the copy of the form to the Live Scan vendor who will provide you with the Automated Transaction Identifier (ATI) number that is assigned to your fingerprint impressions. If your fingerprint impressions are rejected, the ATI number will allow you to have your fingerprint impressions redone at no charge provided that you return to the same Live Scan vendor who initially took your fingerprints.

Taking the fingerprints early will expedite the issuance of a license once the examination is passed. This will avoid delays that many applicants experience while CDI waits to receive the results from the California Department of Justice (DOJ) and the Federal Bureau of Investigations (FBI). In particular, applicants who have a criminal record typically take longer to receive their fingerprint results from DOJ and FBI than applicants who don't have a criminal record. Please remember that any type of criminal violation received at any time during your adult years will be listed in the fingerprint results. Failure to disclose any criminal violations may cause a delay or prevent you from obtaining your license.



All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Candidates with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Candidates who wish to request special arrangements because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

Requirements for special arrangement requests

For disability-related accommodation, you are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

For ESL accommodation, please submit the following to PSI:

- A personal letter requesting the authorization; and
- A letter from your English instructor or sponsoring company (on company letterhead), certifying that English is not your primary language.

Date: \_\_\_\_\_ Social Security or ID#: \_\_\_\_\_

Legal Name: \_\_\_\_\_  
Last Name First Name

Address: \_\_\_\_\_  
Street City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Work

Email Address: \_\_\_\_\_

Check any special arrangements you require (requests must concur with documentation submitted):

- Reader (as accommodation for visual impairment or learning disability)
- Extended time  
Additional time requested: \_\_\_\_\_
- Large-print written examination
- Other: \_\_\_\_\_
- ESL Accommodation  
(See required documentation above). \_\_\_\_\_

- Complete and fax this form, along with supporting documentation, to (702) 932-2666.
- After 4 business days, please call (800) 367-1565, ext 6750 and leave a voice message.
- PSI Special Accommodations will call you back to schedule the examination within 48 hours.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI SPECIAL ACCOMMODATIONS.



PSI Services LLC  
2950 N Hollywood Way, Ste 200  
Burbank, CA 91505