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*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.*



## INSURANCE LICENSE EXAMINATION CANDIDATE INFORMATION BULLETIN

**The Spokane Test Center has moved. Please see page 4 for the correct address.**

Examinations by PSI Services LLC .....	1	Required Identification.....	5
Understanding License Requirements .....	1	Security Procedures.....	5
Fingerprint Requirement.....	2	Taking the Examination by Computer.....	6
Examination Payment and Scheduling Procedures.....	2	Identification Screen .....	6
On-line, via the Internet Registration .....	3	Tutorial.....	6
Telephone Registration .....	3	Test Question Screen .....	6
Rescheduling/Canceling an Examination .....	3	Examination Review .....	6
Re-taking a Failed Examination .....	3	Score Reporting .....	6
Missed Appointment or Late Cancellation.....	3	Duplicate Score Reports.....	6
Exam Accommodations.....	3	Tips for Preparing for your License Examination.....	6
Emergency Examination Center Closing .....	3	Examination Content Outlines .....	7
Examination Center Locations .....	3	Non-Scored Questions .....	7
Reporting to the Examination Center.....	4	Study Materials .....	7
		Exam Accommodations Request Form .....	End of Bulletin

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

## EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the processes for taking an examination and obtaining an insurance license in the State of Washington.

The Washington Office of the Insurance Commissioner has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI works closely with the State to ensure examinations meet the state and nationally established technical and professional standards for examination development and administration. PSI provides these examinations through a network of computer examination centers in Washington.

## UNDERSTANDING LICENSING REQUIREMENTS

Washington state residents desiring any type of insurance license must:

- be eighteen (18) years of age;
- be trustworthy and competent;

In addition, the following qualifications for specific license types are required:

**Producers:** Pre-license education is required to take the examinations for a full-line license. The candidate must pass the examination for each line of authority needed. The limited lines examinations for Surety and Credit Insurance do not require pre-license education.

**Adjusters:** Experience or special education or training with reference to the handling of loss claims under insurance contracts of sufficient duration and extent to reasonably make the candidate competent to fulfill the responsibilities of an adjuster. The candidate must pass the examination.

**Crop Adjusters:** For private market crop insurance claims no pre-licensing is required. The candidate must pass the examination. For a candidate that has completed the Crop Adjuster Proficiency Certification (CAPP) the examination is not required. The CAPP is required to adjust Federal Crop Insurance claims.

**Surplus Line Broker:** The candidate for a resident surplus line broker's license must pass the examination. The examination will test an applicant's qualifications and competence in surplus line insurance including an understanding of property and casualty insurance.

A Surplus Line Broker must obtain two bonds after their license is issued. See RCW 48-17-250 for the bond requirements.

The commissioner deems that a non-resident person holding a surplus line broker's license, or the equivalent, in the applicant's home state is qualified, competent and trustworthy and, therefore, meets the minimum standards of this state for holding a surplus line broker's license. For that reason, the commissioner will waive the Washington surplus line broker's examination for a person who has and maintains a current resident surplus line broker's license, or the equivalent, in the applicant's home state.

For more information on licensing, please contact:

Washington Office of the Insurance Commissioner  
PO Box 40257  
Olympia, WA 98504-0257  
Phone: (360) 725-7144  
Website: [www.insurance.wa.gov](http://www.insurance.wa.gov)  
Email: [licinfo@oic.wa.gov](mailto:licinfo@oic.wa.gov)

### PRE-LICENSE EDUCATION REQUIREMENTS

Each candidate for a Life, Disability, Property, Personal lines or Casualty Producer license must have completed within the previous twelve (12) months the pre-license education or received a waiver as required by WAC.284.17.510 through 284.17.515 prior to scheduling for an examination.

A candidate must complete an approved course consisting of at least twenty (20) hours of instruction for each line of insurance (Life, Disability, Property, Personal Lines or Casualty) for which an examination is being taken. Approved instruction methods include lecture, instructor-proctored self study, and home self study.

A provider of approved pre-license education will issue a certificate of completion to each student upon successful completion. A separate certificate will be issued for each line of insurance. A certificate of completion is valid for a period of twelve (12) months from the date of course completion.

A list of pre-license education providers is available on the insurance commissioner's website or may be obtained by calling (360) 725-7146.

### INITIAL LICENSING

**If you don't apply for licensure within 180 days of passing the examination, you will need to retake the examination.**

Candidates who receive a passing score on the appropriate examination(s) must forward the following materials to the Office of the Insurance Commissioner:

1. Complete and submit an online application (this will include payment of your license fees). The online application is available at [www.insurance.wa.gov](http://www.insurance.wa.gov). The online application is also available through the National Insurance Producer Registry (full lines and surplus lines only) at [www.nipr.com](http://www.nipr.com).
2. A copy of your passing score report, provided at the test site, will need to be submitted with the application. You may fax it to 360-586-2019 or attach a copy to your online application.
3. Submit your fingerprints **electronically** from the PSI examination center or MorphoTrust-IdentoGo Center. They will send your fingerprints to WA State Patrol and WA State Patrol will forward your background results directly to the insurance commissioner's licensing unit. You will not receive a copy of the background check.



### LICENSEES MOVING FROM NON-RESIDENT TO RESIDENT

An individual who applies for an insurance producer license in this state who was previously licensed for the same lines of authority in another state shall not be required to complete any pre-licensing education or examination. This exemption is only available if the person is currently licensed in that state or if the application is received within ninety (90) days of the cancellation of the applicant's previous license, and if the prior state issues a certification that, at the time of cancellation, the applicant was in good standing in that state or the state's producer database records, maintained by the NAIC, its affiliates, or subsidiaries, indicate that the producer is or was licensed in good standing for the line of authority requested.

A person licensed as an insurance producer in another state who moves to this state shall make application within ninety (90) days of establishing legal residence to become a resident licensee under RCW 48.17.175. No pre-licensing education or examination shall be required of that person to obtain any line of authority previously held in the prior state except where the commissioner determines otherwise by rule.

#### **To apply for a resident license:**

1. Complete and submit an online application (this will include payment of your license fees). The online application is available at [www.insurance.wa.gov](http://www.insurance.wa.gov). The online application is also available through the National Insurance Producer Registry (full lines and surplus lines only) at [www.nipr.com](http://www.nipr.com).
2. Submit your letter of clearance. It can be faxed or scanned and attached to the online license application.
3. Submit your fingerprints **electronically** from the PSI examination center or MorphoTrust-IdentoGo Center. They will send your fingerprints to WA State Patrol and WA State Patrol will forward your background results directly to the insurance commissioner's licensing unit. You will not receive a copy of the background check.

### RENEWALS

All individual licenses issued will expire on the individual's next birth date plus one year, and every two years thereafter. A renewal notice will be sent to the licensee's last email address of record approximately two (2) months prior to the license expiration date. If no email address has been provided, the renewal notice will be sent to the licensee's last mailing address of record. However, it is the licensee's obligation to renew prior to the expiration date, even if the renewal notice is not received.

### INITIAL APPOINTMENTS AND AFFILIATIONS

**Appointment:** If an individual or business entity licensee is transacting business as a direct representative of an insurer and soliciting insurance on its behalf, the producer must be appointed by the insurer.

**Affiliation:** If an individual represents a business entity when transacting insurance business (cards and letterhead clearly identifies the producer is working on behalf of the business entity), the business entity and individual should be licensed. The business entity should affiliate the individual.

The insurer or business entity will assist you with an appointment or affiliation after you are licensed.

### REIMBURSEMENT OF WA STATE EXAM FEES FOR VETERANS

The WA State insurance exams have recently been approved for qualifying veterans to receive reimbursement of their exam fees. To determine if you are eligible, and for any questions about the reimbursement program, please go to [https://gibill.custhelp.com/app/answers/detail/a\\_id/39](https://gibill.custhelp.com/app/answers/detail/a_id/39) or call 1-888-442-4551, or for the hearing impaired call 1-800-829-4833.

### FINGERPRINTING REQUIREMENT

Washington state requires resident applicants to submit their fingerprints electronically for a background check. Non-resident applicants do not have any fingerprint requirements. A license will not be issued until the state receives the results of the background check.

PSI subcontracts fingerprint services to MorphoTrust USA™. Candidates must make a fingerprint reservation with MorphoTrust USA™ no later than one (1) business day prior to the desired examination date. Candidates must either schedule their appointment online at [www.identogo.com](http://www.identogo.com) or contact MorphoTrust USA™ at 866-761-8069. A MorphoTrust Registration ID number will be provided at the end of the appointment scheduling process and should be made available to the proctor on the exam date, if requested. A fee of \$47.00 must be paid by credit card, eCheck or company billing account to MorphoTrust at the time of appointment scheduling. This payment includes the WA State Patrol processing fee of \$27.00, and the PSI fingerprint processing fee of \$20.00. Payments will not be accepted on-site.

If a Candidate waits too long to schedule an appointment there may not be an available slot on the same day as their examination. In that case, Candidates should select an appointment slot for a later date. Upon arrival at the test site, the Candidate should notify the proctor that a fingerprint reservation was made for a future date and share the MorphoTrust Registration ID number (required).

The following information is required by the OIC, State Patrol & Federal Bureau of Investigation (FBI) and must be provided at the time of the fingerprint reservation:

Full Legal Name	Height	Ethnicity
Full Current Address	Weigh	Place of Birth
Date of Birth	Hair Color	Citizenship
Gender	Eye Color	Social Security Number

MorphoTrust USA™ will contact you via email with directions if your fingerprints have been rejected and a new appointment is required. Please be sure to provide a valid email address when making your initial reservation.

## **EXAMINATION PAYMENT AND SCHEDULING PROCEDURES**

It is the candidate's responsibility to contact PSI to pay and schedule an examination. There is no limit to the number of times a candidate may retake an examination if necessary to pass. However, for the examinations that require a pre-licensing course certificate, the certificate must be valid. Examination fees are **not** refundable or transferable.



For the fastest and most convenient examination scheduling process, register for your examinations online by accessing PSI's registration Website at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day.

- 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 center.
- 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 centers closest to you will appear. Once you select the desired examination center, available dates will appear.

TELEPHONE REGISTRATION

Call (800) 733-9267, PSI registrars are available 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 register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover.)

RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule the same examination without forfeiting your fee if your *cancellation notice is received 2 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 reschedule online at [www.psiexams.com](http://www.psiexams.com) or call PSI at (800) 733-9267.

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

RETAKING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may schedule online at [www.psiexams.com](http://www.psiexams.com) or call PSI at (800) 733-9267.

MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 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.
- Do not have your PLE course certificate if required for your examination.

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations 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 Exam Accommodations Request Form at the end of this Candidate Information Bulletin and must fax it to PSI (702) 932-2666 or Email it to PSI at [examsaccommodations@psionline.com](mailto:examsaccommodations@psionline.com).

English as a second language: Time and one-half will be approved if you include a letter from your English instructor or sponsoring company (on letterhead), certifying that English is not your primary language. See the Exam Accommodations Request Form found at the end of this Candidate Information Bulletin.

EXAMINATION CENTER CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination center 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 will not be penalized. You will be rescheduled at no additional charge.

**EXAMINATION CENTER LOCATIONS**

The following directions are generated from the most current mapping services available. However, new road construction and highway modifications may result in some discrepancies. If you are not familiar with the specific area of the examination center, please consult a reliable map prior to your test date.

**Arlington**

18810 59th Dr NE, Bldg 44A  
Arlington, WA 98223

*From Interstate 5 take the WA-531/172nd St NE exit, exit 206. Go East on 172nd St NE. Turn left on 59th Ave NE. Turn left on 188th St NE. The test site will be straight ahead. It is a 2 story grey building that says Arlington Flight Services on it.*

**Everett**

1010 S.E. Everett Mall Way, Suite 208  
Everett, WA 98208

*North on I-5, take Exit 189 (WA-526 W/WA-527 N to Mukilteo/Whidbey Is. Ferry/Broadway/Everett Mall Way). Bear right to WA-526 W / WA-527 N. You will see a sign reading "WA-527 N to Broadway/Everett Mall Way". At light, turn left on Bothell-Everett Hwy (SR-527) and go north for .5 mile to light at Broadway -get into left turn lane. Turn left onto Broadway which then becomes SE Everett Mall Way. Go approx .8; just past light at West Mall Dr get into middle left/right turn lane and turn left immediately before the Chevron gas station; proceed down lane approx. one block to 1010 behind the gas station.  
South on I-5, take Exit 189 WA-526 W to Mukilteo/Whidbey Is. Ferry/Everett Mall Way - keep to the left. You will see a sign reading "to Everett Mall Way". Take ramp to right to light at Everett Mall Way. Proceed through light onto SE Everett Mall Way (stay in left lane). Go approx .8; just past light at West Mall Dr get into middle left/right turn lane and turn left immediately before the Chevron gas station; proceed down lane approx. one block to 1010 behind the gas station.*



## **Ellensburg - Central Washington University (Fingerprinting is not available at this site)**

400 E University Way  
Bouillon Hall- RM 125  
Ellensburg, WA 98926

*From E: merge onto I-90 W toward Seattle. Take Canyon Rd Exit, Exit 109, toward Ellensburg. Turn right on Canyon Rd. Turn right onto University Way. Turn left on Chestnut St. Take the next right \*SEE BELOW.*

*From S: merge onto I-82 W/ US-97 N toward Ellensburg. Merge onto I-90W/US-97 N via Exit on the left toward Seattle. Turn right on Canyon Rd. Turn right onto University Way. Turn left on Chestnut St. Take the next right \*SEE BELOW.*

*From W: merge onto I-90 E. Take Canyon Rd Exit, Exit 109, toward Ellensburg. Turn right onto Canyon Rd. Turn right onto University Way. Turn left on Chestnut St. Take the next right\* SEE BELOW.*

*From N: take US-97 S ramp toward I-90/ Ellensburg/Seattle. US-97/WA-10 becomes Old Hwy 10. Turn right onto Reecer Creek Rd. Turn left onto Cascade Way/Univ Way. Turn left onto Chestnut St. Take the next right.*

*\*2nd parking lot is visitors parking lot. Bouillon Hall is 2nd building to the North from the corner of University Way & Chestnut St. Walk in front door of Bouillon Hall & testing center is directly across the lobby.*

## **Olympia**

3435 Martin Way E, Suite I  
Olympia, WA 98501

*From I-5 South, take exit 108B for Martin Way, toward Sleater-Kinney Road North. Make a right onto Martin Way and follow that straight for a little over one mile. The test center will be on your left (soon after passing the 7/11) and there is no turn lane, though you can turn from the main lane of traffic.*

*From I-5 North, take exit 108B for Martin Way, toward Sleater-Kinney Road North. Make a left onto Martin Way and follow that straight for a little over one mile. The test center will be on your left (soon after passing the 7/11) and there is no turn lane, though you can turn from the main lane of traffic.*

## **Federal Way (Seattle)**

500 South 336th St., Suite 220  
Federal Way, WA 98003

*From I-5 to 320th street. Turn left on International (Pacific Hwy) (99). Turn right on 336th and pull in the 500 building parking lot.*

## **Richland- Vivid Learning Systems Inc**

2345 Stevens Drive Room #379  
Richland, WA 99354

*Going East/West on I-182 to Richland/Pasco take Exit 4 SR 240. Go North on SR 240 Bypass Hwy for 4.3 miles. Once you get to the 4 way intersection of SR 240 continue straight thru the light and the road now becomes Stevens Drive. Turn Left on Snyder after the light at the Conoco station and then right after the Blue Port of Benton Manufacturing Mall sign. Park in the parking lot. At the top of the outside of the building there will be an orange and light blue Vivid Learning Systems sign. Use the elevator or stairs at the South end of the building. Proceed to Vivid Learning Systems Training Center in Room 379. The door will be on your right.*

## **Seattle (Bellevue)**

Newport Place  
4122 Factoria Blvd. S.E, Suite 303  
Bellevue, WA 98006

*From I-405 - Exit 10 for Coal Creek Parkway towards Factoria. Turn left onto 128th Ave SE/Factoria Blvd SE. The test center will be on the right.*

*From I-90 E - Take Exit 10B. Turn Right onto 128th Ave SE/Factoria Blvd SE. Make a U-turn at SE 41st Pl. The test center will be on the right.*

## **Spokane**

920 N Argonne Road, Suite 202  
Spokane Valley, WA 99212

*From I-90 E - Take exit 287 for Argonne Rd. Turn right onto Argonne Rd. After about ½ mile the building will be on the left. If you reach Broadway Ave, you've gone too far.*

*From I-90 W - Take exit 287 for Argonne Rd. Turn left onto Argonne Rd. After about ½ mile the building will be on the left. If you reach Broadway Ave, you've gone too far.*

## **Tacoma**

Tacoma Community College Testing Center  
6501 S 19th St, Building 6  
Tacoma, WA 98466

*From North or South I-5 take Exit 132 (Bremerton/HWY 16). Follow HWY 16 to the South 19th Street (West) - Orchard Street (South) Exit. Turn right at Orchard Street. Turn right at 19th Street and travel approximately 1.5 miles. Turn right at Mildred Street. TCC is on the right.*

## **Vancouver**

9013 N.E. Highway 99, Suite F  
Vancouver, WA 98665

*From the South: merge onto I-5 N toward Seattle.*

*Take the NE 78th St exit 4. Keep right at the fork to go on NE 78th St. Turn left onto NE Hwy 99.*

*From the East: turn onto NE Padden Pkwy W (Padden Pkwy becomes NE 78TH ST). Turn right onto NE Highway 99.*

*Coming from the North: merge onto I-5 South. Take the NE 99TH St exit 5. Keep left at the fork in the ramp. Turn left onto NE 99<sup>th</sup> St. Turn right on NE Highway 99.*

*Center is located in the first building, Suite F*

## **Yakima**

3611 River Rd Suite 120  
Yakima, WA 98902

*Going South on N 16<sup>th</sup> Ave, turn right on Fruitvale Blvd. Turn left onto River Road.*

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by calling PSI at 800-733-9267. **You must be fingerprinted at a WA PSI examination center or WA MorphoTrust -IdentoGo Center.**

## **REPORTING TO THE EXAMINATION CENTER**

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination center and you will forfeit your examination registration fee.*

Candidates must review and agree to the **PSI Security Agreement for Examinations** in order to take the examination. If the **Security Agreement** is not followed and/or cheating or tampering with the examination is suspected it will be reported as such, and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting candidates from retaking the examination and/or denying a license.



## REQUIRED IDENTIFICATION

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring two (2) forms of valid (non-expired) signature bearing identification to the examination center. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.

**PRIMARY IDENTIFICATION (with photo) - Choose one or two from this list:**

- State issued driver's license
  - State issued identification card
  - US Government Issued Passport
  - US Government Issued Military Identification Card
  - US Government Issued Alien Registration Card
  - Canadian Government Issued ID
- NOTE: ID must contain candidate's photo, be valid and unexpired.

**SECONDARY IDENTIFICATION - Choose one if two will not be provided from the above list:**

- Credit Card (must be signed)
  - Social Security Card
  - US issued Birth Certificate with Raised Seal
- \*NOTE: Student ID and employment ID are **NOT** acceptable forms of identification.

**BOTH FIRST-TIME AND RETAKE CANDIDATES** who take an examination for a Life, Disability, Property, Casualty or Personal Lines license must also present a valid **pre-license course certification** or education waiver prior to being admitted to the examination. Candidates taking a combination examination must present **both** course certificates. Certificates will not be retained at the examination center. ***AN ELECTRONIC VERSION OR HARD COPY WILL BE ACCEPTED.***

Examination	Pre-license Certificate Required
Life Producer	Yes
Disability Producer	Yes
Life and Disability Producer Combo	Yes
Property Producer	Yes
Casualty Producer	Yes
Property and Casualty Producer Combo	Yes
Personal Lines Producer	Yes
Credit	No
Adjuster	No
Crop Adjuster	No
Surety	No
Surplus Lines Broker	No

## SECURITY PROCEDURES

The following security procedures apply during examinations:

- All examinations are closed book.
- Hand-held calculators may NOT be brought to the Test Center. Candidates may request a hand-held calculator from the Proctor.
- You will be provided a piece of scratch paper and a pencil. These must be returned to the proctor at the end of the examination.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
  - **Electronic devices of any type**, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
  - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
  - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the Department and you may be denied licensure.

- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

## EXAMINATION REVIEW

PSI, in cooperation with the State, will be continually 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. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

Your comments regarding the questions and the examinations are welcomed. Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the Department may re-evaluate candidates' results and adjust them accordingly. **This is the only review of the examination available to you.**

## **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 test question provides mouse-click access to the features available while taking the examination.

The screenshot shows a web-based examination interface. At the top, there is a navigation 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): 359. The main content area shows question 3: "What do the stars on the United States of America's flag represent?". Below the question is a text input field and a prompt "(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 >>".

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.

**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.

## **SCORE REPORTING**

You must get 70% correct to pass the examination. Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- If you **pass**, you will receive a successful score report.
- If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type on the score report.

### 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.

## **TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION**

The following suggestions will help you prepare for your examination.

- Only consider the actual information given in the question, do not read into the question by considering any possibilities or exceptions.
- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice.
- 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.

You can take a practice exam online at [www.psiexams.com](http://www.psiexams.com) to prepare for your Washington Insurance Examination.

Please note that practice exams are intended only to help testing candidates become familiar with the general types of questions that will appear on a licensing examination, and do not contain actual questions that are asked on the exam. Practice exams ARE NOT a substitute for proper education and study. Scoring well on the practice exam does not guarantee that you will pass an actual licensing examination.

Note: You may take the practice exams an unlimited number of times; however, you will need to pay each time.

## EXAMINATION CONTENT OUTLINES

### NON-SCORED QUESTIONS

Your examination contains non-scored questions. The use of such questions is an essential step in developing accurate future examinations. These questions will NOT be scored and time to answer them has been added to the time allowed.

### STUDY MATERIALS

Neither the Washington Office of the Insurance Commissioner nor PSI specifically endorses any particular study materials. However, actual state insurance laws and regulations provide an invaluable source of information in preparation for the state-specific portion of the major line examinations, and current insurance textbooks and policy forms provide the basis for preparation for the national portion of the major line examinations. In addition, a number of publishers' and suppliers' training courses are available.

When candidates complete the examination, they will receive a score report marked "pass" or "fail" along with diagnostic information. Candidates may use the diagnostic report as a guide for studying before their next test administration.

## EXAMINATION CONTENT OUTLINES

Individual examination content outlines are available from PSI for each examination. Content outlines indicate the examination time limit, minimum score required to pass, subject area and the number of items in each area. To obtain a content outline for your specific examination, visit [www.psiexams.com](http://www.psiexams.com), select [Government/State Licensing Agencies/Washington/Insurance](#). The examination content outlines can be found under Messages (on the right side of the page).

Examination	# of Questions	Time Allowed	Exam Fee
Life Producer	100	150 Minutes	\$49
Disability Producer	100	150 Minutes	\$49
Life and Disability Producer Combo	150	195 Minutes	\$66
Property Producer	100	150 Minutes	\$49
Casualty Producer	100	150 Minutes	\$49
Property and Casualty Producer Combo	150	195 Minutes	\$66
Personal Lines Producer	100	135 Minutes	\$49
Credit	50	75 Minutes	\$49
Adjuster	100	135 Minutes	\$49
Crop Adjuster	50	60 Minutes	\$49
Surety	50	75 Minutes	\$49
Surplus Lines Broker	100	150 Minutes	\$49







# WASHINGTON INSURANCE EXAMINATION REGISTRATION FORM

Be prepared with the following information before you begin the registration process. Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. Registration forms that are incomplete or not accompanied by the proper fee will be returned unprocessed. Examination fees are **not** refundable or transferable.

Last Name		Full First Name		Full Middle Name	
Social Security Number (FOR IDENTIFICATION PURPOSES ONLY)			Date of Birth (MO/DATE/YEAR)		
Mailing Address					
City		State		Zip Code	
Cell Phone Number (including area code)			Other Phone Number (including area code)		
E-mail Address					
Prelicensing School Name			Prelicensing Course Completion Date (MO/DATE/YEAR)		

### Examination (check one):

Examination Title					
<input type="checkbox"/>	Life Producer (\$49)	<input type="checkbox"/>	Casualty Producer (\$49)	<input type="checkbox"/>	Adjuster (\$49)
<input type="checkbox"/>	Disability Producer (\$49)	<input type="checkbox"/>	Property and Casualty Producer Combo (\$66)	<input type="checkbox"/>	Crop Adjuster (\$49)
<input type="checkbox"/>	Credit (\$49)	<input type="checkbox"/>	Personal Lines Producer (\$49)	<input type="checkbox"/>	Surety (\$49)
<input type="checkbox"/>	Property Producer (\$49)	<input type="checkbox"/>	Life and Disability Producer Combo (\$66)	<input type="checkbox"/>	Surplus Lines Broker (\$49)

Check one:

- First Time     Retake

Pay by credit card, company check, money order or cashier's check, made payable to PSI. Please note your Social Security Number on your check. Cash and personal checks are not accepted.

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

If paying by credit card, check one:     VISA     MasterCard     American Express     Discover

Card No: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Card Verification No: \_\_\_\_\_ *The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).*

Billing Street Address: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

Cardholder Name (Print): \_\_\_\_\_ Signature: \_\_\_\_\_

I am submitting the Exam Accommodations Form and required documentation (see next page).     Yes     No

If you are registering by mail, email or fax complete and forward this registration form with the applicable examination fee to:

PSI Services LLC \* ATTN: Examination Registration WA INS  
3210 E Tropicana Ave \* Las Vegas, NV\* 89121  
Email examschedule@psionline.com \* Fax (702) 932-2666 \* (800) 733-9267 \* TTY (800) 735-2929 \* [www.psiexams.com](http://www.psiexams.com)





# EXAM ACCOMMODATIONS REQUEST FORM

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 exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666 or Email to PSI at examschedule@psionline.com.

### Requirements for exam accommodation requests:

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

Date: \_\_\_\_\_ Social Security#: \_\_\_\_\_

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

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

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

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

### Check any exam accommodations 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 \_\_\_\_\_
- English as a second language: Time and one-half will be approved if you include a letter from your English instructor or sponsoring company (on letterhead), certifying that English is not your primary language.

- Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to [examaccommodations@psionline.com](mailto:examaccommodations@psionline.com).
- After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

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

PSI Services LLC  
3210 E Tropicana  
Las Vegas, NV 89121