



PSI Services LLC

3210 E Tropicana

Las Vegas, NV 89121

Phone: (855) 205-5825

Fax: (702) 932-2666

E-mail: psi.insurance@psionline.com

<https://test-takers.psiexams.com/waoic>

WASHINGTON OFFICE OF THE INSURANCE COMMISSIONER

INSURANCE LICENSE EXAMINATION CANDIDATE INFORMATION BULLETIN

Examinations by PSI Services LLC	1	Examination Center Locations	7
Understanding License Requirements	1	Reporting to the Examination Center	9
Fingerprint Requirement.....	2	Required Identification	9
Examination Payment and Scheduling Procedures.....	3	Security Procedures	10
On-line.....	3	Taking the Examination by Computer	11
Testing at a PSI test site	4	Tutorial.....	11
Testing remotely	5	Test Question Screen.....	11
Telephone Registration	7	Examination Review	11
Rescheduling/Canceling an Examination	7	Score Reporting	11
Re-taking a Failed Examination	7	Tips for Preparing for your License Examination	12
Missed Appointment or Late Cancellation.....	7	Non-Scored Questions	12
Exam Accommodations.....	7	Study Materials.....	12
Emergency Examination Center Closing	7	Examination Content Outlines	13

Please refer to our website to check for the most updated information at <https://test-takers.psiexams.com/waoic>

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 have a producer license. 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 40255
Olympia, WA 98504-0255
Phone: (360) 725-7144
Website: www.insurance.wa.gov
Email: 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 do not submit all of the application requirements (application/fees, fingerprints, conviction documentation) within 180 days of passing this examination, you will be required 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. The online application is also available through the National Insurance Producer Registry (full lines and surplus lines only) at www.nipr.com.
2. Submit your fingerprints **electronically** from the IDEMIA-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. The online application is also available through the National Insurance Producer Registry (full lines and surplus lines only) at 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 IDEMIA-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 will expire on the **last day of the** individual's next birth **month** 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 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 IDEMIA. Candidates must make a fingerprint reservation with IDEMIA no later than one (1) business day prior to the desired examination date. Candidates must either schedule their appointment online at www.Identogo.com or contact IDEMIA at 888-771-5097. An IDEMIA 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 \$49.25 must be paid by credit card, eCheck or company billing account to IDEMIA at the time of appointment scheduling. This payment includes the WA State Patrol processing fee of \$29.25, and the 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 IDEMIA 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

IDEMIA 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

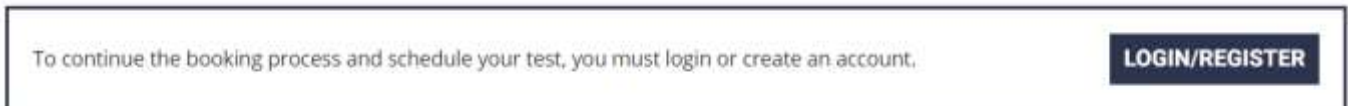
It is the candidate’s responsibility to contact PSI to pay and schedule an examination. There is no limit to the number of times a candidate may retake an examination if necessary, to pass. However, for the examinations that require a pre-licensing course certificate, the certificate must be valid. Examination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

ONLINE

1. Go to: <https://test-takers.psiexams.com/waoc>
2. Select **TESTS** to create an account.





3. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.



4. You will be prompted to **CREATE AN ACCOUNT** with PSI.
The first and last name must match exactly with your current, valid, government-issued ID.

ID *	
First Name *	Last Name *
Middle Name	Generation
Email *	
Password *	Your password must contain: <ul style="list-style-type: none">• At least one capital letter A-Z• At least one lower case letter a-z• At least one number 0-9• At least one special character !@#V\$%V^&V*• At least 8 and up to 32 characters
Confirm Password *	

5. Select your test format: (Test Center) or (Remote Proctored).


Modality	
 Site Proctored SELECTED	 Atlas Remote Proctored SELECT

Scheduling at a Test Center

1. Enter the “City or Postal Code” and select **FIND**.

Search Test Center Location

City, province, or postal code Radius
5



Map Satellite

Google

2. Select a date and time to book an appointment.

Choose a Date and Time

October 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Available Selected

Time slots available for October 08, 2021

08:00 AM

01:30 PM

3. You are now ready to pay.

Payment

Billing Address

Address 1 *

Address 2

Address 3

City *

Order Summary

Commercial Contractor Practice Test
Mechanical Bus and Law \$100.00 USD

Total Price

CONTINUE

4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

Booking Confirmed!! [Print Confirmation](#)

Email Address: asingla81@psionline.com Home Phone: 111224444 Office Phone: 2221112345

Scheduling via Remote Proctor

1. Select a date and time to book an appointment.

Choose a Date and Time

October 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Available Selected

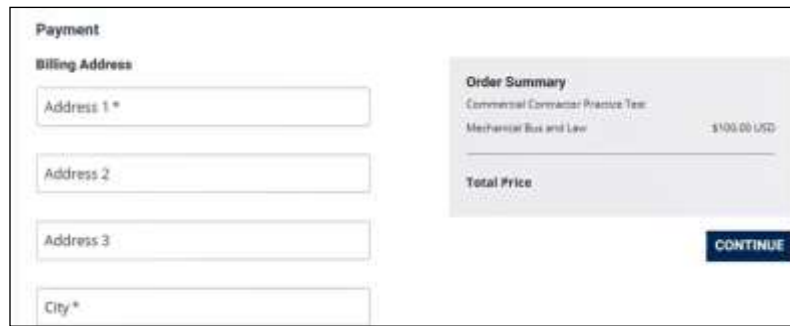
Time slots available for October 08, 2021

08:00 AM

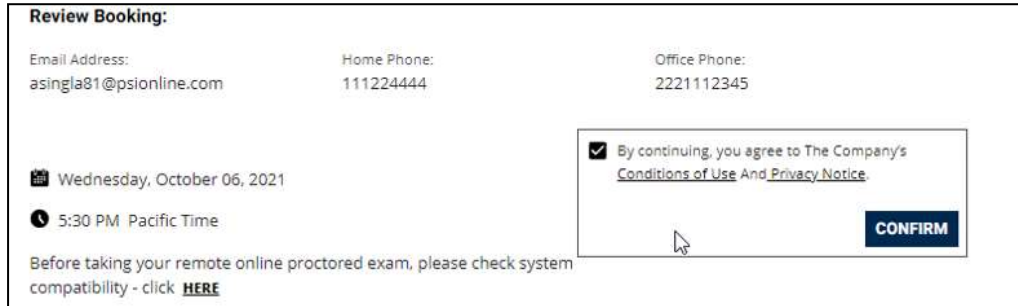
01:30 PM



2. You are now ready to pay.

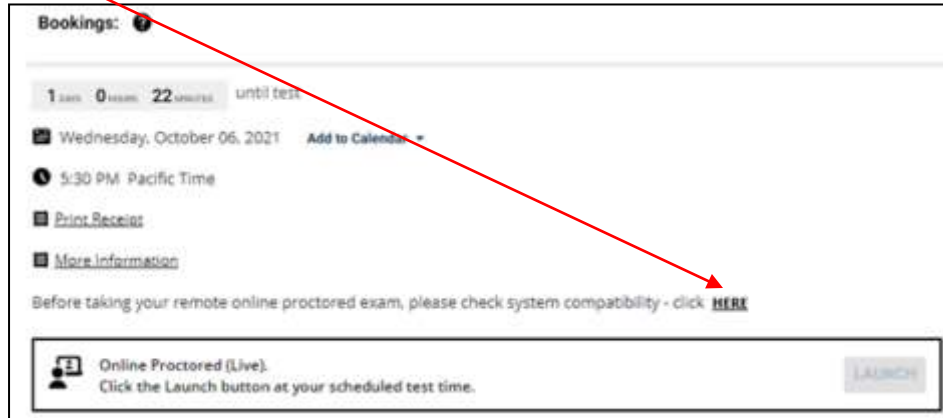


3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.



4. Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.

IMPORTANT: BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. Prior to testing, **CLICK HERE**.



By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (844) 267-1017.

TELEPHONE REGISTRATION

Call (855) 205-5825, PSI registrars are available Monday through Friday between 2:30 am and 9:00 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 <https://test-takers.psiexams.com/waaic> or call PSI at (855) 205-5825.

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.

RETAKE 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 retake as soon as Friday, depending upon space availability. You may schedule online at <https://test-takers.psiexams.com/waaic> or call PSI at (855) 205-5825.

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.

EXAM ACCOMMODATIONS

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. Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

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 instructions 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 (855) 205-5825. 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

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.

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 1-90 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

TownePlace Suites Portland Vancouver

17717 SE MILL PLAIN BOULEVARD,

VANCOUVER, WASHINGTON, USA, 98683

Directions. Testing will be in the Mt. Saint Helens meeting room.

Yakima

3611 River Rd Suite 120

Yakima, WA 98902



Going South on N 16th 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. Once you have paid for the examination, enter your zip code and a list of the testing sites closest to you will appear.

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

You must provide 1 form of identification. The identification must match the name you scheduled with.

PRIMARY IDENTIFICATION (with photo) - Choose one 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.

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. **A LEGIBLE 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	Yes
Personal Lines Producer	Yes
Credit	No
Adjuster	No
Crop Adjuster	No
Surety	No
Surplus Lines Broker	No



SECURITY PROCEDURES

The following examination protocols apply during any examination. PSI may pause or terminate an examination at any time. Failure to follow the examination protocol, may result in the disqualification of examination results, prohibition from taking future examinations, and may lead to legal action.

If testing at a PSI test site you will be given a piece of scratch paper and a pencil. You will return the scratch paper and pencil during check-out.

Prohibited Items:

- Reference materials of any kind.
- Electronic devices of any type, including but not limited to; cellular phones, cameras, computers of any type (e.g., laptops, tablets, iPads), earbuds, electronic games, electronic watches, handheld calculators, headsets, mobile devices, music players (e.g., iPods), pagers, radios, recording devices (audio or video), smart watches, televisions, etc.).
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Bulky or loose clothing or coats including but not limited to; open sweaters, cardigans, shawls, scarves, vests, jackets and coats.
 - In the event you are asked to remove bulky or loose outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Other personal items, including but not limited to; backpacks, briefcases, chewing gum, drinks, food, good luck items, notebooks, paper or other materials on which to write, pens, pencils or other writing devices, purses, reading material, smoking or chewing products, wallets, etc.

Prohibited Behavior:

- Giving or receiving assistance on an examination.
- Copying or communicating examination content.
- Using outside references or resources during an exam, examples:
 - Browsing other local resources.
 - Browsing the internet.
 - Attempting to use a computer or computer program not provided or approved by PSI.
 - Attempting to use a telephone or mobile device.
 - Using notepad on the computer.
 - Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during an exam, examples:
 - Acting in an inappropriate manner.
 - Using abusive language.
 - Speaking aloud.
 - Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during an exam, examples:
 - Reading questions out loud.
 - Leaving the room without proctor approval.
 - Using instant messaging, or other electronic communication.
 - Capturing a picture or video of exam items.
 - Attempting to use telephone or mobile device.
 - Obstructing the proctor's view (camera or in person).
 - Having inappropriate materials on desktop (explicit).
 - Changing spaces during the exam without proctor approval.
 - Not focusing eyes on the screen.

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.

No prohibited items are allowed within the candidate's reach or line of sight. If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle for test center exams. PSI will not be responsible for the security of any personal belongings or prohibited items.

- Any candidate seen giving or receiving assistance on an examination, found with prohibited items, or displaying prohibited behavior or violating any security regulations will have his or her examination terminated, and be asked to surrender all examination materials. All such instances will be reported to the examination sponsor.

Additional protocols for testing at a testing center, include but not limited to:



- 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.
- 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. Candidates will not receive extra time to complete the examination.

Additional protocols for remote online proctored exams, include but not limited to:

- Temporarily moving out of the camera's line of sight.
- Candidates are not allowed to have scratch paper.
- Adequate lighting for the proctor to see candidate's activity.
- Internet service must be sufficient to administer the exam, see page 12 for requirements.
- Web camera must be placed for ideal viewing by the proctor.
- Candidate may not change computers during the exam.
- Candidate may not change spaces during the exam.
- Candidate must follow proctor instructions, which may include, but are not limited to:
 - Keeping hands on the desktop.
 - Keeping eyes on the computer screen.
 - Not fidgeting during the exam.
 - Keeping hands away from face.
- Please do your best to avoid covering your mouth for the whole duration of exam. Be aware that talking/whispering/mouthing is not allowed during exam.
- Breaks are NOT allowed during remote online proctored examinations. If you believe you cannot complete your examination without a break, please do not register for remote online proctored examinations.

TAKING THE EXAMINATION BY COMPUTER

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

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

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.

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 will discuss your comment and determine the appropriate course of action.

SCORE REPORTING AT THE TEST SITE

You must get 70% correct to pass the examination. Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

Candidates taking a remotely proctored exam: Please note that you must select to **end** both the exam portion and survey portion of your test in order to receive your on-screen results and emailed score report. If you do not receive your emailed score report, you may reach out to scorereport@psionline.com.



You may request a duplicate score report after your examination by emailing scorereport@psionline.com. Include your name, candidate ID number and confirmation number. Your candidate ID number and confirmation number is on your exam confirmation email. Please allow up to 72 hours to receive your duplicate score report.

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 <https://test-takers.psiexams.com/waic> 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. The exam content outlines indicate the number of scored questions on each exam.

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. The WA OIC has approved several providers to offer pre-license education courses. A list of the providers can be found at: www.insurance.wa.gov

When candidates complete the examination, they will receive a score report, via email, 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.

Examination	# of Questions	Time Allowed	Exam Fee
Life Producer	100	150 Minutes	\$35
Disability Producer	100	150 Minutes	\$35
Life and Disability Producer Combo	150	195 Minutes	\$52
Property Producer	100	150 Minutes	\$35



Casualty Producer	100	150 Minutes	\$35
Property and Casualty Producer Combo	150	195 Minutes	\$52
Personal Lines Producer	100	135 Minutes	\$35
Credit	50	75 Minutes	\$35
Adjuster	100	135 Minutes	\$35
Crop Adjuster	50	60 Minutes	\$35
Surety	50	75 Minutes	\$35
Surplus Lines Broker	100	150 Minutes	\$35

Click the link to view your Washington Insurance content outline.

[WA Adjuster](#)

[WA Casualty Producer](#)

[WA Credit](#)

[WA Crop Adjuster](#)

[WA Disability Producer](#)

[WA Life Producer](#)

[WA Life and Disability Producer Combo](#)

[WA Personal Lines Producer](#)

[WA Property Producer](#)

[WA Property and Casualty Producer Combo](#)

[WA Surety](#)

[WA Surplus Lines Broker](#)

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121