

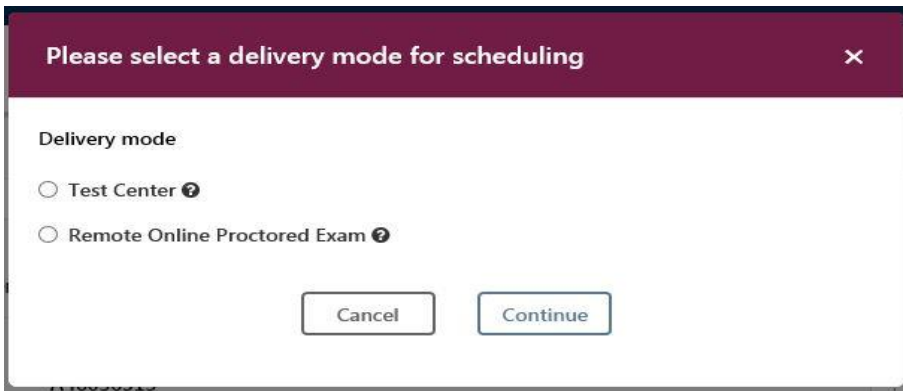
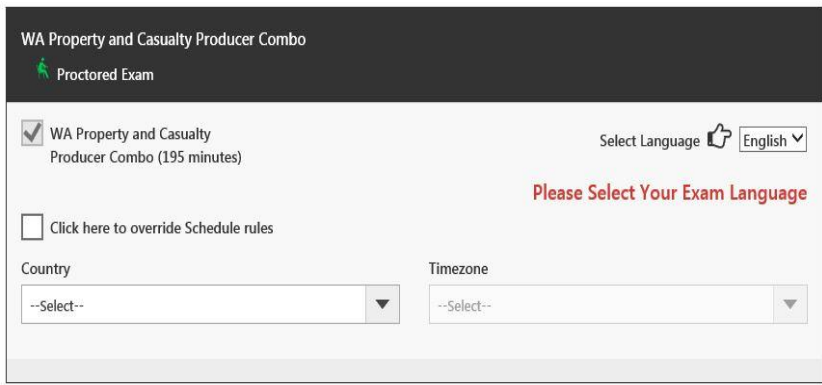
**Expired pre-licensing education course completion certificate:**  
**Effective July 1, 2021, the department will no longer accept expired PLE course completion certificates. The department made an exception and allowed expired PLE course completion certificates to take their Ohio examinations due to the Ohio State of Emergency (COVID).**

**Persons who completed their pre-license education between September 17, 2019 and January 2, 2021, may use their expired pre-license education course completion certificate to take the appropriate state insurance exam up until July 1, 2021.**

**Expired Driver's License:**  
**Until 7/1/2021, PSI should accept expired driver's licenses that expired on or after March 9, 2020 thru April 1, 2021. However, after April 1, 2021, any driver's license that expires on or after April 2, 2021 are invalid and should not be accepted at the test site.**

**\*\*\*Candidates must bring a printed, original copy of the COURSE COMPLETION CERTIFICATE each time they are scheduled for an exam.**

Full Client Name	Ohio Department of Insurance
Acronym	ODI
File Type	Open
ID Type	SSN
Address	Ohio Department of Insurance License Division 50 West Town Street, Third Floor, Suite 300, Columbus, OH 43215
Telephone	(614) 644-2665
Fax	N/A
Web address	www.insurance.ohio.gov
PSI Candidate Service #	(855) 807-3995
Exam Titles/Testing Time/# of items	<ul style="list-style-type: none"> <li>•OH Accident and Health Agent Series 11-45/2 hours/100 questions</li> <li>•OH Casualty Insurance Agent Series 11-47/2 hours/100 questions</li> <li>•OH Life Agent Series 11-44/2 hours/100 questions</li> <li>•OH Life, Accident and Health Series 11-35/2.5 hours/150 questions</li> <li>•OH Personal Lines Series 11-43/2 hours/100 questions</li> <li>•OH Property and Casualty Insurance Agent Series 11-36/2.5 hours/150 questions</li> <li>•OH Property Insurance Agent Series 11-46/2 hours/100 questions</li> <li>•OH Public Insurance Adjuster Series 11-38/2 hours/100 questions</li> <li>•OH Surety Bail Bonds Agent Series 11-42/2 hours/100 questions</li> <li>•OH Title Insurance Agent Series 11-37/2 hours/100 questions</li> </ul>
Pretest Items	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.
Exam Type	OH Insurance
Surety Bail Bond License Card instructions	See below for Surety Bail Bond License Card instructions.
Notes	<p>*PRE-LICENSING EDUCATION CERTIFICATE OR EDUCATION WAIVER: You will be required to present your pre-licensing certificate or education waiver in order to test. The certificate must be signed and dated by the provider and candidate. Altered certificates cannot be accepted. Pre-licensing certificates and waivers are valid for 180 days beginning on the date of issuance.</p> <p><b>*Please see chart below regarding how many education certificates are required for each exam:</b></p>
Individual License Type	# of Certificates Required
Lines of Authority	
•Life, Accident and Health Insurance 11-35	2
•Property and Casualty Insurance 11-36	2
• Surety Bail Bonds 11-42	1
• Life Products 11-44	1
• Accident and Health Insurance 11-45	1
• Property Insurance 11-46	1
• Casualty Insurance 11-47	1
• Personal Lines Insurance 11-43	1
• Title Insurance 11-37	-0-
•Public Adjuster 11-38	-0-
Pre-Licensing Education Requirements	<p>FAILURE TO COMPLETE ALL PRE-LICENSING REQUIREMENTS WILL REQUIRE YOU TO RE-TAKE THE EXAMINATION</p> <p>You must successfully complete a pre-license course or obtain a written waiver authorization from the Department prior to sitting for an examination, if required. Pre-license course requirements must be met through a course provider approved by the Department.</p> <p>A list of approved pre-licensing education schools is available at: <a href="https://gateway.insurance">https://gateway.insurance</a>.</p>
Application Processing	Open registration
Processing Time	Mail – up to 10 business days; Fax – up to 4 business days
Application Processor	OH. ApplicationProcessor@psionline.com

Name/Address Changes	CSR can make minor changes. Changes due to divorce/marriage - CD must send supporting documentation for Application Processor to enter. (Example: Divorce Decree for divorce, Marriage License for marriage)
Languages Available	English
Translator Services/Translation Dictionary	No
Splitting Portions	No
Eligibility Criteria	You do not need approval from the State of Ohio to take an examination, however, for the examinations that require a pre-licensing course certificate, the certificate must be valid.
Eligibility Period	For the examinations that require a pre-licensing course certificate, the certificate must be valid <b>(certificates are valid for 180 calendar days beginning on the date of issuance)</b> .
Payment Payable to	PSI
Fee	\$42 each exam
Payment Type	Pay by credit card, company check, money order or cashier's check, made payable to PSI. Please note your Candidate ID Number on your check. Cash and personal checks are not accepted.
Reschedule Rules	You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received two days prior to the scheduled examination date.
ADA/Exam Accommodation Approval	<p>A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must follow the instructions and link on the Exam Accommodations Request Form at the end of the online Candidate Information Bulletin.</p> <p>You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:</p> <ul style="list-style-type: none"> <li>• Description of the disability and limitations related to testing</li> <li>• Recommended accommodation/modification</li> <li>• Name, title and telephone number of the medical authority or specialist</li> <li>• Original signature of the medical authority or specialist</li> </ul> <p>Make sure you are registered for the examination before requesting examination accommodations.</p>
ESL Accommodations	<p>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 Examination Accommodation Request Form found at the end of the online Candidate Information Bulletin.</p> <p>Make sure you are registered for the examination before requesting examination accommodations.</p>
Out of State Testing	<p>PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by following the instructions on the Out-Of-State request form found at the end of the Candidate Informations Bulletin.</p> <p><b>***You must be fingerprinted in Ohio.</b></p>
Test Center or Remote Proctoring	Please also make note that candidates will be able to take the OH Insurance exams a test center or via remote proctoring. When scheduling candidates you will be able to select the option the candidate wants.
	
	If the candidate selects Remote online proctoring you will need to select Country and time zone before proceeding to selecting a test date.
	
Paper/Pencil	Yes

Bring to test center	<p>(See notes at the top of this page)</p> <p>Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. 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.</p> <p><b>PRIMARY IDENTIFICATION (with photo)</b> – Choose one or two</p> <ul style="list-style-type: none"> <li>• State issued driver’s license</li> <li>• State issued identification card</li> <li>• State issued INTERIM driver’s license (must also bring old driver’s license or 3rd form of identification)</li> <li>• State issued INTERIM identification document (must also bring old identification card or 3rd form of identification)</li> <li>• US Government Issued Passport</li> <li>• US Government Issued Military Identification Card</li> <li>• US Government Issued Alien Registration Card</li> <li>• Canadian Government Issued ID</li> </ul> <p><b>NOTE:</b> ID must contain candidate’s photo, be valid and unexpired.</p> <p><b>SECONDARY IDENTIFICATION</b> - Must display the candidate’s name and signature (e.g. debit/credit card, employee ID).</p>
	<p><b>PRE-LICENSING EDUCATION CERTIFICATE required:</b></p> <ul style="list-style-type: none"> <li>• You will be required to present your pre-licensing certificate or education waiver in order to test. The certificate must be signed and dated by the provider and candidate. Altered certificates cannot be accepted. Pre-licensing certificates and waivers are valid for 180 days beginning on the date of issuance.</li> </ul> <p>***Candidates must bring a printed, original copy of the Course Completion Certificate each time they are scheduled for an exam.</p>
Open Book Exam	No - These exams are CLOSED BOOK.
Calculator Allowed	You will be provided an online calculator. This is the only calculator that you may use.
Reference Materials Given at Site	None
Passing Score	70% each exam
Cut score	N/A
Veteran's Preference Points	N/A
Score reports	<p>Score will be given to the candidate immediately, on-screen, following completion of the examination. The candidate will receive their score report via email, within 1-3 business days.</p> <p>Your score will be sent electronically to the state.</p>
Dup Score Report Fee	Free by mail (5 to 7 business days), \$40 expedited fee (2 - 3 business days)
<b>Fingerprint Info</b>	CD may have fingerprints taken at the Test Center or at a National WebCheck provider. Fee at PSI Test Center is \$72.25, payable by Visa or MasterCard only.
Licensing instructions	Candidate applies for license using the kiosk at the examination center or online at <a href="http://www.insurance.ohio.gov">www.insurance.ohio.gov</a>
<b>Surety Bail Bond</b> - License Card Only Instructions	<p>CDs will call in once they have been approved by the State for a license card. CDs use their NPN number as the ID type. If after looking up the CD by NPN number and name, and no file is found, email SFO with the full name of the CD and their NPN number. (DO NOT USE THE EXAM FILE WITH SSN FOR THIS LICENSE CARD). <b>DO NOT DIRECT CDs TO THE STATE IF YOU CANNOT FIND THEM IN THE SYSTEM. IT COULD TAKE UP TO 48 HOURS FOR THE CD’S RECORD TO POST IN ATLAS.</b></p> <p>Make sure to get a callback phone number from the CD and inform them that you will be calling them back to collect the \$20 license card fee and to give them instructions.</p> <p>Once a license card file from the State has been uploaded, SFO will email the CSR with the ATLAS file information.</p> <p>CSR will then call the CD and do a manual charge for \$20. Then, since the CD has to go to have their photo taken, give the CD the address of the nearest test center to CD.</p> <p>CD can go to the site any Wed – Friday, 10am – noon. Once CD has their photo taken, we’ll mail the license to the address on file in 3 – 5 days.</p> <p><b>License fee: \$20</b></p>
Non-Resident License	If you are interested in applying for a nonresident license, you can apply online via <a href="http://www.insurance.ohio.gov">www.insurance.ohio.gov</a> .
Retest fee	\$42 each exam
Retest procedure	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 (certificates are valid for 180 calendar days beginning on the date of issuance).

Exam review	<p>While taking the examination, examinees will have the opportunity to provide comments on any questions, by clicking on the comments button. Your comments regarding the questions and the examinations are welcomed.</p> <p>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.</p>
Review Request	<p>If you are requesting a response about examination content, registration, scheduling or test administration (testing center procedures, equipment, etc.), please send a request in writing. Your letter must include your name, Social Security number, exam title, date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Once the request is received, PSI will respond in 20 days. Mail your letter to:</p> <p>PSI  Attn: OH INSURANCE  3210 E Tropicana  Las Vegas, NV 89121</p>
Practice Exams Offered	Yes - online at <a href="http://www.psiexams.com">www.psiexams.com</a> . You may take the practice exams an unlimited number of times: you will need to pay each time.
Support modes	N/A
Support email	<a href="mailto:examschedule@psionline.com">examschedule@psionline.com</a>
Email Response Time	Up to 48 hrs
Scheduling modes	Phone, PSI website
Information Links	None
Created Date	4/22/2019
Modified Date	10/4/2021 rp