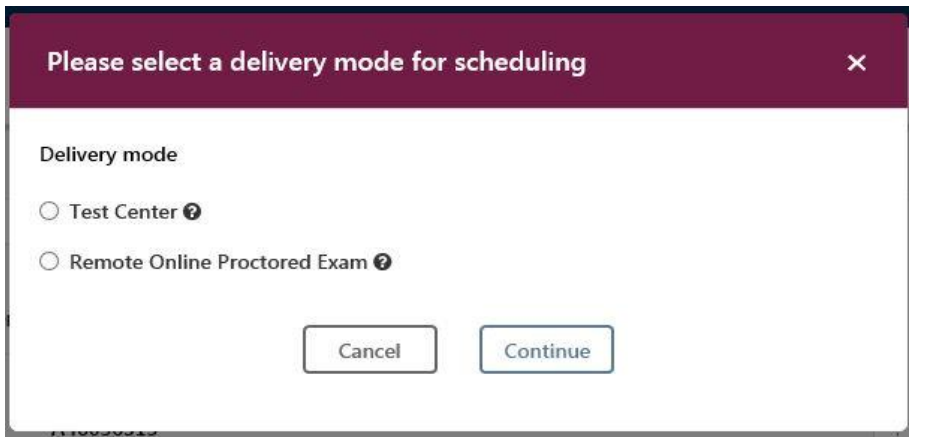
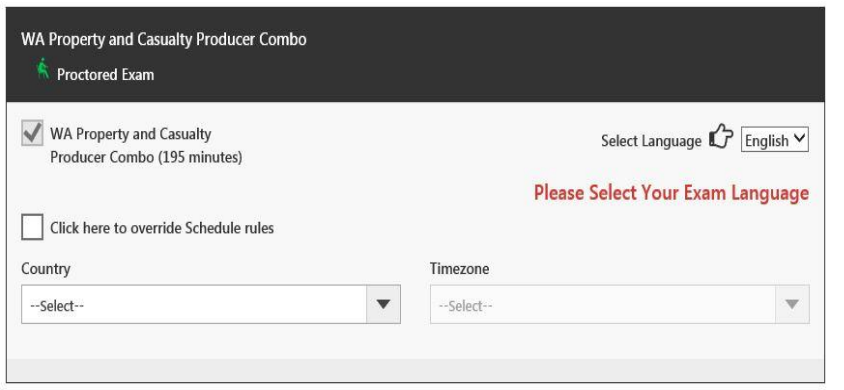
Full Client Name	State of Oregon Division of Financial Regulation
Acronym	ORDFR
File Type	Open
ID Type	SSN
Address	Not available
Telephone	(503) 947-7981
Fax	(503) 378-4351
Web address	www.dfr.oregon.gov
PSI Candidate Service #	(855) 340-3901
Exam Titles/Testing Time/# of items	•OR Laws and Regulations Examination/1hour/50 questions •OR Casualty Insurance Producer/2 hours/100 questions •OR Crop Adjuster/1 hour/50 questions •OR General Lines Insurance Adjuster/2 hours and 40 minutes/150 questions •OR General Lines Insurance Consultant/2.5 hours/150 questions •OR Health Insurance Adjuster/2 hours/100 questions •OR Health Insurance Consultant/2 hours/100 questions •OR Health Insurance Producer/2 hours/100 questions •OR Life and Health Insurance Consultant/2 hours and 40 minutes/150 questions •OR Life and Health Insurance Producer/2 hours and 40 minutes/150 questions •OR Life Insurance Consultant/2 hours/100 questions •OR Life Insurance Producer/2 hours/100 questions •OR Personal Lines Insurance Producer/2 hours/100 questions •OR Property and Casualty Insurance Producer/2 hours and 40 minutes/150 questions •OR Property Insurance Producer/2 hours/100 questions •OR Surplus Lines Insurance Producer/1 hour/50 questions
Pretest Items	In addition to the number of questions per examination, a small number of 5 to 10 “experimental” questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time.
Exam Type	OR Insurance
Notes	**Prelicensing education providers:** A list of approved prelicensing training schools is available on the Division’s Web site at www.dfr.oregon.gov.
	4/14/2020 Oregon is NOT issuing temporary licenses.
Remote Proctored Exam Notes	For candidates taking a remote proctored exam, they must log into their PSI UCS account to launch their exam. Have candidate refer to their CIB.
Splitting Portions	Not applicable as these are 1-portion exams.
Application Processing	Open registration
Processing Time	Mail – up to 10 business days; Fax – up to 4 business days
Application Processor	OR. 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
English as a Second Language (ESL)	Candidates must call PSI at (800) 733-9267 to schedule for their examination, if they wish to receive additional time. **Translation Dictionaries: ESL candidates** are permitted to use a translation dictionary. The dictionary must only contain word for word translations and cannot include definitions or pictures. **Translator**: Translator services are not available for this exam.
Eligibility Criteria	All candidates must complete the required hours of prelicensure education. You are required to have, in your possession, a valid school Certificate of Completion before contacting PSI to register and schedule for an examination. This certificate must have a valid school code. THIS CERTIFICATE EXPIRES ONE YEAR TO THE DAY FROM THE DATE IT IS ISSUED. CANDIDATES MUST PASS THE EXAMINATION AND APPLY FOR LICENSURE BEFORE THAT EXPIRATION DATE. General Lines Insurance Adjuster, Health Insurance, Adjuster, and Surplus Lines Insurance Producer are the ONLY examinations that does not require verification.

Waivers and exemptions	Pre-licensing education is not required for: ▪ Adjusters and consultants. ▪ Surplus Lines examination. ▪ Life, Health, or Life and Health Producer license applicants holding the Chartered Life Underwriter (CLU) designation. Verification of designation must be submitted to the Division with your license application. ▪ Property and Casualty Producer license applicants holding the Chartered Property Casualty Underwriter (CPCU) designation. Verification of designation must be submitted to the Division with your license application. You may contact the Division with questions about waivers. If a waiver is issued, you must bring the original waiver letter with you to the test center on the day of the examination.
Relocating to Oregon	If you were previously licensed in another state, you need not complete any education or examination requirements if you are applying for the same lines authority and your application is received no more than 90 days after the cancellation of your license in the other state and the establishment of your Oregon residency.
Eligibility Period	Once you complete a prelicensing course, the course provider will issue you a Certificate of Completion. The certificate is valid for one year.
Payment Payable to	PSI
Fee	You may only take one examination at a time; please check one. **(*Includes Law*)** OR Laws and Regulations Examination - $45 OR Casualty Insurance Producer***** - $45 OR Crop Insurance Adjuster - $45 OR General Lines Insurance Adjuster - $45 OR General Lines Insurance Consultant - $45 OR Health Insurance Adjuster - $45 OR Health Insurance Consultant - $45 OR Health Insurance Producer***** - $45 OR Life and Health Insurance Consultant - $55 OR Life and Health Insurance Producer***** - $55 OR Life Insurance Consultant - $45 OR Life Insurance Producer***** - $45 OR Personal Lines Insurance Producer***** - $45 OR Property and Casualty Insurance Producer***** - $55 OR Property Insurance Producer***** - $45 OR Surplus Lines Insurance Producer - $45
Payment Type	You may pay by credit card, company check, cashier's check or money order. Make check or money order payable to PSI and note your Social Security # on it. 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 48 hours prior to the scheduled examination date.
ADA/Exam Accommodation Approval	Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of the Candidate Information Bulletin and fax to PSI (702) 932-2666. 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 DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS.
Out of State Testing	PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by calling (800) 733-9267. You will need to speak with a Customer Service Rep to schedule outside of Oregon.
Test Center or Remote Proctoring	Please also make note that candidates will be able to take the OR Insurance exams at 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
Required at a test center or For remote proctored exams	**Candidate must provide 2 forms of identification**. One must be a VALID form of government-issued identification (driver's license, state ID, passport, military ID) which bears your signature and has your photograph. Also acceptable is an interim state driver's license card or an interim state ID card. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the registration form. **PRIMARY IDENTIFICATION (with photo)** – Choose One ▪ 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 ▪ 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.
	A Military ID will not be accepted for a remotely proctored exam, however, all other types of Identification noted above are acceptable for this delivery mode.
	• Candidate must provide their valid school Certificate of Completion. This certificate must display a valid school code. (If you have a waiver from the state, please provide the original waiver letter at the test center on the day of testing.) THE CERTIFICATE OF COMPLETION EXPIRES ONE YEAR TO THE DAY FROM THE DATE IT IS ISSUED. AN ELECTRONIC VERSION OR HARD COPY WILL BE ACCEPTED. Crop Insurance Adjuster, General Lines Insurance Adjuster, Health Insurance Adjuster, and Surplus Lines Insurance Producer are the ONLY examinations that do not require verification. • This Certificate of Completion must also be presented for a retake examination.
System Compatibility Check for Remote Proctored Exams	Compatibility Check is located on the Candidate's PSI Dashboard next to the schedule details. It is also located in the security procedures when selecting "view details" from the PSI Dashboard. It is in the candidate's best interest to conduct a compatibly check on their PC or laptop when they schedule their exam to ensure that their workstation will be compatible with PSI system requirements.
Basic Trouble Shooting for Candidates Taking a Remote Proctored Exam	The list below contains all the hardware and software requirements for the exam. • Workstation must have webcam and microphone • Operating system supported: Windows 7.0, 8.0, 8.1, 10.0 or Macintosh 10 • Browser and Version - Chrome 58.0 and above • Browser settings: Cookies Enabled • Browser settings: Javascript Enabled • Movable Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone • Connection Speed - Should be at leas 50 kbits per second

Remote Proctoring Bridge TECH SUPPORT	CSRs must do a warm transfer to x6791. You may also initiate a chat at http://clientportal.softwaresecure.com/support after you close the Secure Browser Software. Phone numbers: 1-844-267-1017; International 1-702-939-6734
Open Book Exam	No - These exams are CLOSED BOOK.
Calculator Allowed	Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site. You will have access to an online calculator.
Reference Materials Given at Site	None
Passing Score	70% each exam
Cut score	N/A
Veteran's Preference Points	N/A
Score reports	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. Your score will be sent electronically to the state.
Dup Score Report Fee	To request a duplicate score report, please reach out to scorereports@psionline.com. Candidates will receive their score report via email.
Fingerprint Info	ALL applicants must provide a set of fingerprints to the Division of Financial Regulation for the purpose of conducting a state and national fingerprint-based criminal history record. **You must be electronically fingerprinted at one of PSI Oregon sites, during regular testing hours, on the day of your examination.** The prints will be forwarded electronically to the appropriate review agencies. You will pay the fingerprinting fee at the test site on the day of testing. The $56.25 fee, is payable by money order, cashier's check, company check, VISA or MasterCard. This payment includes the State processing fee of $41.25, and the PSI processing fee of $15.00. Please note: this process may take up to 4 weeks. Ink cards will not be accepted by the Division. If you have an existing, valid Oregon Insurance License and are testing for another Class of Insurance, you do NOT need to be fingerprinted. Prints expire six months from the date you are printed. Candidates do not need to be fingerprinted: • If you have an existing, valid Oregon Insurance License and are testing for another Class of Insurance.
Licensing instructions	Upon passing the examination, the candidate must complete electronic fingerprints, and submit a completed license application to the Division of Financial Regulation.
Retest fee	You may only take one examination at a time; please check one. **(*Includes Law*)** OR Laws and Regulations Examination - $45 OR Casualty Insurance Producer* - $45 OR Crop Insurance Adjuster - $45 OR General Lines Insurance Adjuster - $45 OR General Lines Insurance Consultant - $45 OR Health Insurance Adjuster - $45 OR Health Insurance Consultant - $45 OR Health Insurance Producer* - $45 OR Life and Health Insurance Consultant - $55 OR Life and Health Insurance Producer* - $55 OR Life Insurance Consultant - $45 OR Life Insurance Producer* - $45 OR Personal Lines Insurance Producer* - $45 OR Property and Casualty Insurance Producer* - $55 OR Property Insurance Producer* - $45 OR Surplus Lines Insurance Producer - $45
Retest procedure	Candidates may take examinations on an unlimited basis.
Exam review	PSI, in cooperation with the Division of Financial Regulation, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. Comments may be entered by clicking the Comments link on the function bar of the test question screen. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. This is the only review of examination materials available to candidates.
Practice Exams Offered	Yes - online at www.psiexams.com. You may take the practice exams an unlimited number of times: you will need to pay each time.
Support modes	N/A
Support email	examschedule@psionline.com
Email Response Time	Up to 48 hrs
Scheduling modes	Phone, PSI website

Information Links	**The listing of PSI sites and hours of operation for fingerprinting**
Created Date	4/19/2019
Modified Date	3/18/2021 rp