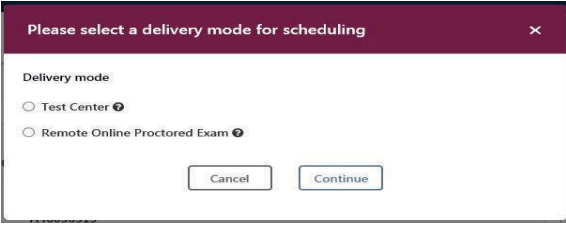
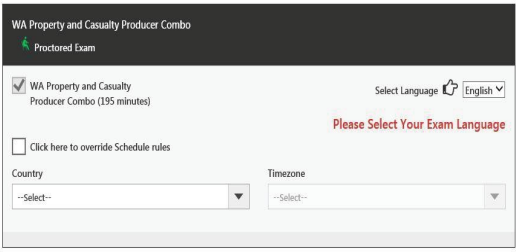


Full Client Name	Washington State Office of the Insurance Commissioner
Acronym	WAOIC
Platform	UCS dashboard via impersonation on Atlas for scheduling and exam launch. Bridge for remote proctoring exam administration. All examinations can be scheduled at a test site or via remote proctoring
File Type	Open
ID Type	SSN
Address	PO Box 40257, Olympia, WA 98504-0257
Telephone	(360) 725-7144
Fax	N/A
Web address	www.insurance.wa.gov
PSI Candidate Service #	(855) 205-5825
Exam Titles/Testing Time/# of items	<ul style="list-style-type: none"> <li>•WA Adjuster/135 minutes/100 questions</li> <li>•WA Credit/75 minutes/50 questions</li> <li>•WA Crop Adjuster/60 minutes/50 questions</li> <li>•WA Life Producer/150 minutes/100 questions</li> <li>•WA Disability Producer/150 minutes/100 questions</li> <li>•WA Life and Disability Producer Combo/195 minutes/150 questions</li> <li>•WA Personal Lines Producer/135 minutes/100 questions</li> <li>•WA Property Producer/150 minutes/100 questions</li> <li>•WA Casualty Producer/150 minutes/100 questions</li> <li>•WA Property and Casualty Producer Combo/195 minutes/150 questions</li> <li>•WA Surety/75 minutes/50 questions</li> <li>•WA Surplus Lines Broker/150 minutes/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	WA Insurance
Splitting Portions	Not applicable as these are 1 portion exams
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.
Application Processing	Open registration
Processing Time	Mail – up to 10 business days; Fax – up to 4 business days
Application Processor	WA. 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
Eligibility Criteria	<b>Producers:</b> Pre-license education is required to take the examinations for a full-line license.
Eligibility Period	For the examinations that require a pre-licensing course certificate, the certificate must be valid.
Payment Payable to	PSI
Fee	WA Life Producer - \$35 WA Casualty Producer - \$35 WA Adjuster - \$35 WA Disability Producer - \$35 WA Property and Casualty Producer Combo - \$52 WA Crop Adjuster - \$35 WA Credit - \$35 WA Personal Lines Producer - \$53 WA Surety - \$35 WA Property Producer - \$35 WA Life and Disability Producer Combo - \$52 WA Surplus Lines Broker - \$35
Payment Type	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.
Reimbursement of WA State Exam Fees for Veterans	The WA State insurance exams have recently been approved for <b>qualifying veterans</b> to receive reimbursement of their exam fees. To determine if you are eligible, and for any questions about the reimbursement program, please go to <a href="https://gibill.custhelp.com/app/answers/detail/a_id/39">https://gibill.custhelp.com/app/answers/detail/a_id/39</a> or call 1-888-442-4551, or for the hearing impaired call 1-800-829-4833.
Reschedule Rules	You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received two days (48 hours) prior to the scheduled examination date.

<p>ADA/Exam Accommodation Approval</p>	<p>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 follow the instructions on the Exam Accommodations Request Form at the end of this 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>English as a second language: Time and one-half will be approved if you <u>include a letter from your English instructor or sponsoring company (on letterhead), certifying that English is not your primary language.</u> See the Exam Accommodations Request instructions found at the end of the Candidate Information Bulletin.</p>
<p>Testing Sites</p>	<p>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.</p> <p><b>You must be fingerprinted at a WA PSI examination center or WA IDEMIA–IdentoGo Center.</b> See <a href="#">Fingerprint Info below</a>.</p>
<p>Test Center or Remote Proctoring</p>	<p>Please also make note that candidates will be able to take the WA Insurance exams a test center or via remote proctoring. When scheduling candidates you will be able to select the option the candidate wants.</p>
	
	<p>If the candidate selects Remote online proctoring you will need to select Country and time zone before proceeding to selecting a test date.</p>
	
<p>Paper/Pencil</p>	<p>Yes</p>

Bring to test center	<p>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.</p> <p><b>PRIMARY IDENTIFICATION (with photo)</b>– Choose one or two from this list:</p> <ul style="list-style-type: none"> <li>• State issued driver’s license</li> <li>• State issued identification card</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> – Choose one if two will not be provided from the above list:</p> <ul style="list-style-type: none"> <li>• Credit Card (must be signed)</li> <li>• Social Security Card</li> <li>• US issued Birth Certificate with Raised Seal</li> </ul> <p><b>*NOTE:</b> Student ID and employment ID are NOT acceptable forms of identification.</p>
	<b>A Military ID will not be accepted for a <u>remotely proctored</u> exam, however, all other types of Identification noted above are acceptable for this delivery mode.</b>
	<b>BOTH FIRST-TIME AND RETAKE CANDIDATES</b> 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. <b>AN ELECTRONIC VERSION OR HARD COPY WILL BE ACCEPTED.</b>
System Compatibility Check	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 compatibility check on their PC or laptop when they schedule their exam to ensure that their workstation will be compatible with PSI system requirements.
<b>Basic Trouble Shooting for Candidates</b>	<p><b>The list below contains all the hardware and software requirements for the exam.</b></p> <ul style="list-style-type: none"> <li>• <b>Workstation must have webcam and microphone</b></li> <li>• <b>Operating system supported: Windows 7.0, 8.0, 8.1, 10.0 or Macintosh OS x 10.10 or later (Please be advised that there may be issues with Macintosh OS x 10.10 or later, and the candidate will need to use a different operating system)</b></li> <li>• <b>Browser and Version - Chrome 58.0 and above</b></li> <li>• <b>Browser settings: Cookies Enabled</b></li> <li>• <b>Browser settings: Javascript Enabled</b></li> <li>• <b>Movable Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone</b></li> <li>• <b>Connection Speed - Should be at least 250 kbits per second</b></li> </ul>
<b>Remote Proctoring Bridge TECH SUPPORT</b>	<b>CSRs must do a warm transfer to x6791. You may also initiate a chat at <a href="http://clientportal.softwaresecure.com/support">http://clientportal.softwaresecure.com/support</a> after you close the Secure Browser Software. Phone numbers: 1-844-267-1017; International 1-702-939-6734</b>
	<p><b>Examination - Pre-license Certificate Required</b></p> <p>Life Producer - Yes Disability Producer - Yes</p> <p>Life and Disability Producer Combo - Yes Property Producer - Yes</p> <p>Casualty Producer - Yes</p> <p>Property and Casualty Producer Combo - Yes Personal Lines Producer - Yes</p> <p>Credit - No Adjuster - No</p> <p>Crop Adjuster - No Surety - No</p> <p>Surplus Lines Broker - No</p>
Open Book Exam	No - Exams are CLOSED BOOK.
Calculator Allowed	Hand-held calculators may NOT be brought to the Test Center. Candidates may request a hand-held calculator from the Proctor.
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. Score reports will NOT be sent electronically to the state.
Dup Score Report Fee	Free by mail (5 to 7 business days), \$40 expedited fee (2 - 3 business days)

<p><b>Fingerprint Info</b></p>	<p>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.</p> <p><b>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 <a href="http://www.identogo.com">www.identogo.com</a> 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 \$48.25 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 \$28.25, and the PSI fingerprint processing fee of \$20.00.</b></p> <p><b>Payments will not be accepted on-site.</b></p> <p>If a Candidate waits too long to schedule an appointment there may not be an available slot on the same</p> <hr/> <p><u>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).</u></p> <p>The following information is required by the OIC, State Patrol &amp; Federal Bureau of Investigation (FBI) and must be provided at the time of the fingerprint reservation:  Full Legal Name, Height, Ethnicity, Full Current Address, Weight, Place of Birth, Date of Birth, Hair Color, Citizenship, Gender, Eye Color, Social Security Number</p> <p>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.</p>
<p>Licensing instructions</p>	<p>If you do not submit all of the application requirements (application/fees, fingerprints, score report, 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) <b>must forward the following materials to the Office of the Insurance Commissioner:</b></p> <ol style="list-style-type: none"> <li><b>1. Complete and submit an online application</b> (this will include payment of your license fees). <u>The online application is available at <a href="http://www.insurance.wa.gov">www.insurance.wa.gov</a>.</u> The online application is also available through the National Insurance Producer Registry (full lines and surplus lines only) at <a href="http://www.nipr.com">www.nipr.com</a>.</li> <li><b>2. A copy of your passing score report, provided at the test site, will need to be submitted with the application.</b> You may fax it to 360-586-2019 or attach a copy to your online application.</li> <li><b>3. Submit your fingerprints electronically from the PSI examination center or IDEMIA–IdentoGo Center.</b> 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.</li> </ol>
<p>Retest fee</p>	<p>WA Life Producer - \$35  WA Casualty Producer - \$35  WA Adjuster - \$35  WA Disability Producer - \$35  WA Property and Casualty Producer Combo - \$52  WA Crop Adjuster - \$35  WA Credit - \$35  WA Personal Lines Producer - \$53 WA Surety - \$35  WA Property Producer - \$35  WA Life and Disability Producer Combo - \$52  WA Surplus Lines Broker - \$35</p>
<p>Retest procedure</p>	<p>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.</p> <p>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.</p>

Exam review	<p>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.</p> <p>Comments may be entered by clicking the Comments link on the function bar of the test question screen.</p> <p>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.</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	5/30/2019
Modified Date	7/1/2021 rp