



PSI Services LLC

<https://home.psiexams.com/#/home>

*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.*

CALIFORNIA DEPARTMENT OF INSURANCE

CANDIDATE INFORMATION BULLETIN FOR CALIFORNIA INSURANCE LICENSE EXAMINEES

IMPORTANT NOTES

The California Department of Insurance's (CDI) Los Angeles test center and PSI's 20 test centers located throughout California.

Please note the following:

Face Coverings

- Effective immediately, the County of Los Angeles Department of Public Health, Order of the Health Officer requires license examinees to wear cloth face coverings and maintain the appropriate social distancing at check-in and throughout the license examination process. Examinees will be required to use their own cloth face coverings that covers their nose and mouth and can be secured to their head with ties or straps or simply wrapped around the lower face.
- Examinees will be required to wear a face covering, where required, to PSI's test centers, which will need to be removed during check-in to verify the identity of the examinee and to ensure there is no writing or hidden materials in or on the face coverings. Gloves are permitted, but may need to be removed for thumb print scanning.

Fingerprinting

- For examinees who need to schedule fingerprinting appointments, the California

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Department of Justice [Live Scan Vendor](#) list provides information on available fingerprint vendors.

The CDI Los Angeles location is providing fingerprinting services for examinees who have submitted their license application or who plan to submit their license application on the day they take their insurance license examination.

- **Live Scan Service Request Form** – License examinees are required to read CDI’s fingerprint impressions instructions, [LIC 442-39A](#), and take CDI’s Request for Live Scan Service, [BCIA 8016](#), form with them to their fingerprinting appointment. They must complete the applicant information on the [BCIA 8016](#) form for the DOJ authorized fingerprint technician to submit their fingerprints to both the DOJ and the Federal Bureau of Investigation (FBI).

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Examination by PSI Services LLC

This Candidate Information Bulletin (CIB) provides information about the examination and licensing process for individuals who wish to apply for a California insurance license, as defined in the California Insurance Code.

CDI has contracted with PSI Services LLC (PSI) to conduct the license examination program. PSI provides examinations through a network of computer examination centers in California, including CDI’s test center in Los Angeles. PSI also offers online remote proctored examinations. PSI works closely with the CDI to ensure the examinations meet state and national California insurance licensing standards.

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Licensing Process

CDI is authorized to license individuals who meet the requirements to be an insurance agent, broker, adjuster, and/or bail agent as defined in the California Insurance Code.

In order to be considered for an insurance license, an examinee must:

1. Complete any prelicensing education requirements.
2. Pass a licensing examination to confirm that the examinee has attained a least a minimum level of knowledge regarding the principals, practices, statues, and regulations relating to the insurance profession and the services the examinee would sell or represent to customers.
3. Submit a completed license application to CDI.

Pursuant to California Insurance Code (Cal. Ins. Code) section 1676(a), examinations are valid for one year from the date the examination was passed.

All questions about insurance licensing should be directed to:

California Department of Insurance
Producer Licensing Bureau
320 Capitol Mall
Sacramento, CA 95814

Licensing Hotline: (800) 967-9331

Email: <http://www.insurance.ca.gov/0200-industry/0200-prod-licensing/0400-other-info/0800-questions-answers/education/continuing-ed/email.cfm>

CHAT Online: <http://www.insurance.ca.gov/0200-industry/0020-apply-license/>

Prelicensing Education Requirements

The first step is to complete any required prelicensing education that is approved by CDI. Cal. Ins. Code section 1749 lists the prelicensing education required for new applicants. While it is not required that prelicensing courses be completed prior to taking an examination, it is recommended to complete the course as it provides the study materials for the license examination. Note: Required prelicensing courses must be completed before the examinee's license can be issued.

The prelicensing education requirements ensure license examinees meet a level of competency as to products, code of ethics, and the law sufficient to allow the newly licensed agent or broker can immediately function as an insurance professional and for licensed adjusters or bail agents to maintain the highest standard of customer protection.

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The license examinee may complete either an online or a classroom prelicensing education course to meet the requirements stated in Cal. Ins. Code Section 1749.

Although CDI cannot recommend a specific prelicensing provider, a list of approved prelicensing providers can be found at this link, along with other prelicensing requirements: <http://www.insurance.ca.gov/0200-industry/0030-see-pre-lic>.

Examination Scheduling and Registering

You can register for an examination through PSI's website at <https://home.psiexams.com/#/home>

1. Select "SIGN UP" to create an account.

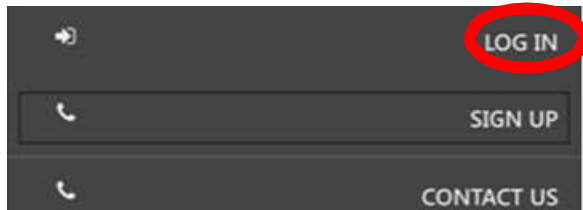


On a mobile phone, you will need to select the icon on the top left corner.



Then select "LOG IN" to create an account.

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2. You will be prompted to create an account with PSI.

SSN (required)
XXXXXXXX4444

First Name (required)
hello

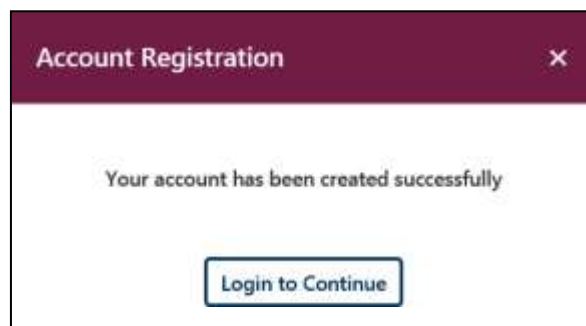
Last Name (required)
dolly

School/Provider (required)
--Select a School/Provider--

Important:

You must enter your first and last name exactly as it is displayed on your government issued identification you will be bringing to the examination. You also must enter the correct Social Security Number (SSN) or you will not be able to sign-in to the examination and/or your examination results will not be uploaded in to your license application record at CDI.

3. After you submit the registration form, you will receive a message that your account was successfully created. Select the “Login to Continue” and use the email address you created the account with as your username.







4. You are now ready to schedule your license examination. Select the Account and Test link.

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Select Account
CA Department of Insurance
Classification
Bail Examination
Casualty
Commercial Insurance
Insurance Adjuster

5. Enter your personal information.

 SEARCH EXAM	 ELIGIBILITY RECORD	 PAYMENT	 SCHEDULE EXAM
--	---	--	--

Following Information is required for your examination record

★SSN

★First Name

★Last Name

PLEASE NOTE: It is imperative that you accurately enter your Social Security Number (SSN). As previously stated, if you do not enter your correct SSN, there will be delays in receiving your examination results and the processing of your license application at CDI.

6. Enter your payment information.


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Payment

Credit Card

** Please provide credit card holder name, street details in English.
Please enter a valid Visa, MasterCard, American Express, Discover or JCB card number. Diner 's Club card is currently not accepted.

Credit Card Number *



Please enter a valid card number

Expiration Date * **CVV ***

Card Holder Name *

Billing Street Address *

Postal Code *

I acknowledge that I have read and understood all information and agreements attached, and agree to abide by and be bound by these [Terms & Conditions](#)

Payment Summary

Total Amount Due	USD
Balance Amount	USD

7. Select your preferred test mode, which is an examination at a PSI test site or an online remote proctored license examination on a computer at a secured location (e.g., your home, secured office).

Please select a delivery mode for scheduling

Delivery mode

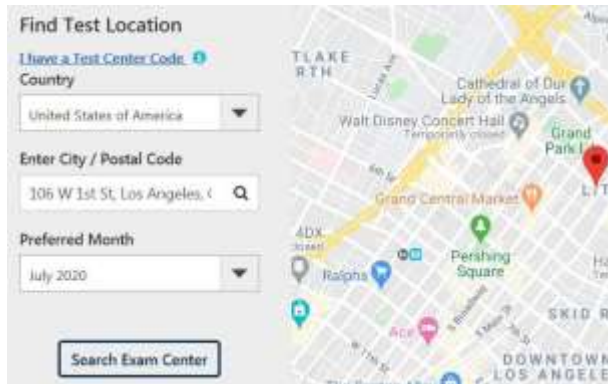
Test Center ⓘ

Remote Online Proctored Exam ⓘ

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Taking the Examination at a PSI Test Center:

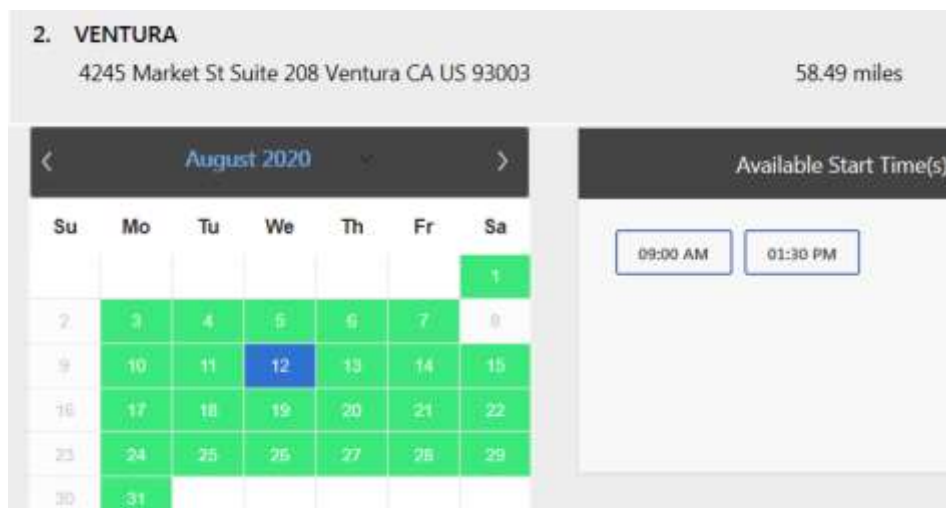
1. Enter the “City or Postal Code” and select “Preferred Month,” then select “Search Exam Center.”



2. Select the preferred test site.

<p>2. VENTURA 4245 Market St Suite 208 Ventura CA US 93003</p>
<p>3. BAKERSFIELD 5405 Stockdale Highway Suite 103 Bakersfield CA US 93309</p>

3. Select the date and time to make an appointment to take the examination.



2. VENTURA
4245 Market St Suite 208 Ventura CA US 93003 58.49 miles

August 2020

Su	Mo	Tu	We	Th	Fr	Sa
						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					

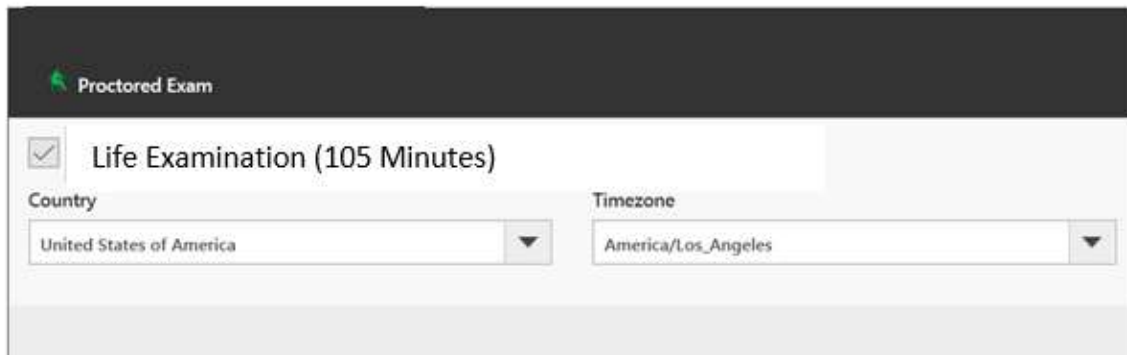
Available Start Time(s)

09:00 AM 01:30 PM

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Taking an Online Remote Proctored License Examination:

1. Select country and time zone:

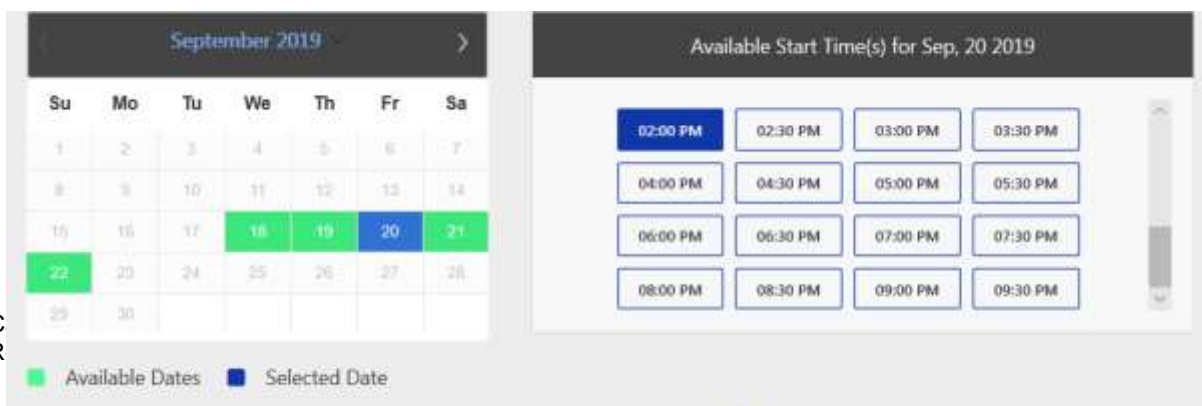


The screenshot shows a web interface titled "Proctored Exam". It features a checked checkbox next to "Life Examination (105 Minutes)". Below this, there are two dropdown menus: "Country" set to "United States of America" and "Timezone" set to "America/Los_Angeles".

2. Select the date and time you will be taking the examination, but **DO NOT HIT CONTINUE. YOU MUST FIRST CHECK THE COMPATIBILITY OF YOUR COMPUTER.** This will include an audio/video check, webcam check, and system check. You must use a **Google Chrome Browser**.

Please note, if your computer performs any system update (i.e. software, server, firewall, webcam, etc.) from the time you schedule your examination to when you attempt to launch your examination, you may experience issues with your compatibility. It is best to conduct another compatibility check on the computer you will be taking the examination at least 24 hours prior to your schedule examination. You may also check your compatibility before or after registering for your examination by selecting the following link: <https://syscheck.bridge.psiexams.com>. If your computer is not compatible with the online software, you will need to schedule your license examination at a PSI or CDI test center.

If you have questions regarding your compatibility check or if you experience technical issues launching your examination, please contact PSI's remote proctoring Technical Support at (844) 267-1017. Please also initiate a chat after you close the security browser.



The screenshot displays two side-by-side panels. The left panel is a calendar for "September 2019" with a grid of dates. The right panel is titled "Available Start Time(s) for Sep, 20 2019" and shows a grid of time slots from 02:00 PM to 09:30 PM in 30-minute increments. A legend at the bottom indicates that green squares represent "Available Dates" and blue squares represent "Selected Date".

Before taking a remote online proctored exam, check system compatibility - click [HERE](#)

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You are now scheduled and will receive an email confirmation.

Canceling an Examination Appointment

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received at least two business days before the scheduled examination. You may call PSI at (833) 518-7456 or use the PSI website at <https://home.psiexams.com/#/home>.

Note: A voicemail or email message is NOT an acceptable form of cancellation. Please use the PSI website or call PSI to speak to a Customer Service Representative.

Rescheduling an Examination

In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may also re-register over the internet, telephone, or by mail.

Limit on Retaking a Failed Examination:

Cal. Ins. Code section 1682 states, in part, any insurance license examinee who failed an examination 10 times is barred from taking that license examination for a 12-month period from the date of the last failed examination.

The calculation for determining the number of examinations taken is based on the examination type. For instance, an examinee who is in the process of taking both the life examination and the personal lines examination would not have their examinations combined (e.g., the count for this examination examinee would be five times for the life examination and four times for the personal lines examination in the same 12-month period. In this example, the examination examinee would not be counted as taking nine examinations towards the ten examination limit).

However, combination examinations that include one of the license types of a single examination taken in the same 12-month period are considered to be the same examination type when determining the number of examinations taken. For instance, an examination examinee taking the life examination eight times and a combination life and accident/health or sickness examination two times in the same 12-month period will have reached the ten examination limit for taking any of CDI's life agent examinations, including life-limited to the payment of funeral and burial expenses. For further information, please review CDI's Notice on "[Statutory Limits on Taking Insurance License Examinations](http://www.insurance.ca.gov/0200-industry/0120-notices/upload/NoticeExamLimits.pdf)" (<http://www.insurance.ca.gov/0200-industry/0120-notices/upload/NoticeExamLimits.pdf>).

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Missed Examination Appointment or Late Cancellation

If an examinee misses a scheduled examination or provides a late cancellation, the examinee's registration will be invalid. The examinee will not be able to take the examination as scheduled and will forfeit the examination fee. To ensure there are no issues with rescheduling a license examination, the examinee is to:

- Cancel the scheduled examination at least two business days before the scheduled examination date;
- Check-in on time for the scheduled examination;
- Provide the proctor with proper identification when the examinee checks into to take the examination.

Special Examination Arrangements

All PSI test centers and the CDI Los Angeles test center are equipped to provide access to the license examination in accordance with the Americans with Disabilities Act (ADA) of 1990, and reasonable examination accommodations will be made in meeting an examinee's needs.

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

You are required to submit documentation from the medical authority or learning institution rendering a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:

- Recommended accommodation/modification and how long the necessity for an accommodation will last;
- Name, title, and telephone number of the medical authority or specialist; and
- Original signature of the medical authority or specialist.

Test Center Closed for An Emergency

In the event severe weather or another emergency forces the closure of a test center on a scheduled examination date, the examination will be rescheduled. PSI personnel will attempt to contact the examinee in this situation. However, the examinee may check the status of the scheduled examination by calling (833) 518-7456. Every effort will be made to reschedule the examination at a convenient time and as soon as possible. Examinee's may also check PSI's website at <https://home.psiexams.com/#/home>.

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PSI Test Center Locations

PSI's convenience fee is charged at these sites.

- Agoura Hills: 30851 Agoura Road, Ste. 302 Agoura Hills, CA 91301
- Atascadero: 7305 Morro Road, Ste. 201A Atascadero, CA 93422
- Bakersfield: 5405 Stockdale Highway, Ste. 206, Bakersfield, CA 93309
- Carson: 17420 S. Avalon Boulevard, Ste. 205, Carson, CA 90746
- Diamond Bar: 21660 East Copley Drive, Ste. 260 Diamond Bar, CA 91765
- El Monte: Santa Fe Springs: 10330 Pioneer Boulevard, Ste. 285
Santa Fe Springs, CA 90670
- Fresno: 351 E. Barstow, Ste. 101, Fresno, CA 93710
- Lawndale: The Baytower Corporate Center, Ste. 330 15901 Hawthorne Blvd.
Lawndale, CA 90260
- Irvine: 8 Corporate Park, Suite 200, 2301 W. Lincoln Avenue, Ste. 252
Irvine, CA 92606
- Redding: 2861 Churn Creek, Unit C, Redding, CA 96002
- Riverside: 7888 Mission Grove Parkway S., Ste. 130 Riverside, CA 92508
- Sacramento: 8950 Cal Center Drive, Ste. 158, Sacramento, CA 95826
- San Diego: 5440 Morehouse Drive, Ste. 2300 San Diego, CA 92121
- Santa Clara: 2936 Scott Boulevard, Santa Clara, CA 95054
- Santa Rosa: 160 Wikiup Drive, Ste. 105 Santa Rosa, CA 95403
- San Francisco: 150 Executive Park Boulevard, Ste. 2400
San Francisco, CA 94134
- Union City: 32960 Alvarado-Niles Road, Ste. 650 Union City, CA 94587
- Ventura: 4245 Market Street, Ste. 208, Ventura, CA 93003
- Visalia: 3400 W Mineral King Avenue, Ste. D, Visalia, CA 93291
- Walnut Creek: 175 Lennon Lane, Ste. 203 Walnut Creek, CA 94598

You may also test at any of PSI's other test centers outside of California.

CDI Test Center Location

PSI's convenience fee is not charged at this site.

Los Angeles: Ronald Reagan Building 300 South Spring Street, First Floor, North Tower, Ste. 1000 Los Angeles, CA 90013

Parking: If you choose to drive to the test center, there are several public parking garages within a few blocks. Prices will vary and you may want to contact the parking garages before you arrive.

- Broadway Spring Center: 213-626-2099.
- Paragon Parking: 213-689-4818.
- Joe's Auto Park: 213-629-3263
- Central Parking: 213-623-8518.

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Reporting to the Test Center and Online Remote Proctored License Examination

On the day of the examination, **you must arrive at least 30 minutes prior to your scheduled examination time**. This allows time for check-in, identification verification, and provides time to familiarize yourself with the examination process.

If you arrive late, you may not be admitted to the test center and you may forfeit your examination registration fee. Even though examinees will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

Required Identification at Test Center and for an Online Remote Proctored License Examination

You must provide one form of identification (ID). The ID must be a valid form of government-issued identification with a photograph and a signature (Driver's license from any state, California ID card*, passport, passport card, military ID, Employment Authorization card, or Permanent Resident card). For onsite examinations only, a Veteran Health Identification Card with a photograph is acceptable.

The ID provided must match the name given during registration and must not be expired. These are the only forms of ID that will be accepted.

A military ID will not be accepted for a remotely proctored examination; however, all other ID noted above are acceptable for this examination delivery mode.

Please Note: An out-of-state ID card is NOT acceptable. California does allow examinees to bring in their expired California ID along with the paper extension. The names and license numbers must match both the expired ID and the paper extension. The name on the examinee's registration must match the name on the ID.

If you cannot provide the required ID, you must call (833) 518-7456 **at least three weeks prior to your scheduled examination** to arrange the best method to meet this security requirement. Failure to provide all of the required ID at the time of the examination without notifying PSI is considered a missed examination, and the examinee will not be able to take the examination that day.

Standard Security Procedures

The following security procedures will apply during the examination:

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- No conversing or any other form of communication with anyone other than the examination proctor is allowed once the examination has started.
- With the exception of religious apparel, head coverings, hats, baseball caps, visors, coats, shawls, hooded clothing, heavy jackets, and overcoats are not permitted in the test center.
- Candidates may wear layered clothing. Acceptable layered clothing includes lightweight shirts, sweaters, sweatshirts, and pullovers that do NOT have pockets or hoods. These items must be worn upon check-in and during the initial seating for the examination. If the layered item is removed during the examination, the candidate will be required to store it in the lobby while time continues to count down on the examination.
- No personal items are to enter the testing sites. PSI and CDI will not be responsible for any personal items, and suggest that you leave such items in another safe place of your choosing. For online proctored examinations, the examination area must be clear of any personal items.
- Cell phones, calculators, pagers, cameras, smart watches, wrist watches, ear buds, recording devices, and electronic devices of any kind are NOT allowed in the examination room.
- Storage provided at the test center will be effective in protecting such items. If you leave any items at the test center after your examination and do not claim them within 30 days, they will be disposed of or donated at PSI's sole discretion.
- No weapons of any kind are allowed in the testing room, including, but not limited to, guns, knives, clubs, brass knuckles, or sharp objects.
- No smoking, eating, gum chewing, or drinking will be allowed at the test centers or during an online proctored examination.
- Dictionaries, books, papers, or study and reference materials are not permitted in the examination room or in the room where you are taking an online remote proctored license examination.
- Examinees may not exit the building or leave the examination area during the examination.
- Copying or communicating examination content is a violation of PSI security policy and Cal. Ins. Code section 1681.5. Either one may result in the disqualification of examination results and may lead to legal action and/or prosecution.

Additional Security Procedures for PSI Test centers:

- Examinees will have their picture taken prior to admittance into the examination.
- Examinees may not bring a purse, backpack, wallet or other similar items into the examination room.
- Examinees will be asked to put all personal items in their vehicle or a locker, if available, at the site location. Examinees may not wear a wristwatch into the examination room.
- Examinees will be asked to empty your pockets.

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Additional Security Procedures for Online Remote Proctored License Examinations:

- Electronics, cell phones, smart watches, wrist watches, earbuds, or earphones are not allowed on or within eyesight of the examinee during the exam.
- Hats, caps, hoods, sunglasses, or anything that can be placed on the head or face are not allowed.
- Persons other than the examinee are not allowed in the same area/room the examination is taking place. Examinees must make sure that they are in a private area and will not be interrupted. If other people enter the same area/room the examination is taking place, the examination may be terminated and the matter investigated.
- Food, drinks, and breaks are not allowed. All personal items must be removed from the work area.
- Examinees are not allowed to have scratch paper, unless the examinee is given express permission from the remote proctor.
- Examinees are not allowed to leave the station during the examination. Examinees should use the restroom before the examination begins and make sure their computer is charged or the charger is available and already plugged in.
- Examinees are to do their best to avoid covering their mouth for the whole duration of the examination. Examinees must be aware that talking/whispering/mouthing is not allowed during the examination.
- Examinees must keep both of their hands on or above the desktop during the duration of the examination. Eyes must be kept forward or on the monitor for the duration of the examination.
- Under no circumstances are examinees allowed to take a screenshot or photo of the examination or the examination results at any time during or after the session.
- Examination results will be emailed within 24 hours after the completion of an examination.
- No communication of any kind, other than with the proctor, is allowed during the examination.
- All windows and PDFs must be cleared off of the computer prior to taking the examination.

While at a test center or during the administration of a remote proctored license examination, examinees are considered to be a professional and shall be treated as such. In turn, examinees must conduct themselves in a professional manner at all times. While at a site or during the administration of a remote exam, examinees shall not use words or engage in actions that are vulgar, obscene, and libelous or that would denigrate the examination staff or other examinees. Failure to act as a professional will result in their immediate dismissal and/or being blocked from the test center and the examinees will be required to reschedule another examination and pay the rescheduling fee.

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Violating any of these rules will result in a warning and/or may result in examination termination and further disciplinary actions.

Experimental Questions

In addition to the number of examination items specified, a small number of five to ten “experimental” questions may be administered to examinees during the examinations. These questions will not be scored and time to answer them has been added to the time allowed. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

Taking the Examination at a Test Center

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

Identification Screen

Examinees will be directed to a semi-private testing station to take the examination. When Examinees are seated at the testing station, they will be prompted to confirm their name, identification number, and the examination for which they are registered.

Tutorial

Before the examinee starts the examination, an introductory tutorial is provided on the computer screen. The time they spend on this tutorial, up to 15 minutes, DOES NOT count as part of the examination time. Sample questions are included following the tutorial so the examinee may practice answering questions and reviewing the answers.

Test Question Screen

The “function bar” at the top of the sample question provides mouse-click access to the features available while taking the examination.



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Taking an Online Remote Proctored License Examination

Proctors for online remote proctored license examinations will communicate with examinees on-screen during an examination and may terminate the examination, if unauthorized persons or activity appear on video monitors or in audio recordings. The proctor may also terminate an examination if an examinee leaves the testing station or an interruption occurs. The proctor may end the test if an interruption is not corrected appropriately. Immediate on-screen results will be displayed on the screen once the exam and the survey following the exam are completed. Score reports will be sent to the email address on file with PSI at the end of the day.

A military ID will not be accepted for a remotely proctored license examination; however, all other forms of identification noted above are acceptable for this delivery mode.

Compatibility Test

The examinee should conduct another compatibility check on the computer prior to taking the examination or at least 24 hours prior to the scheduled examination by [clicking here](#).

REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Integrated Camera (04f2:b9ab)
Microphone	✓	Default - Microphone Array (Realtek High Definition Audio)
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✓	Allowed

System Check

REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 75.0
Platform - Windows 7, Windows 8, Windows 8.1, Windows 10 or later and Mac OS X 10.10 or later	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Upload and Download Minimum Bandwidth - At least 250 kbps.	✓	1448282

If the examinee has questions regarding the compatibility check, or if they experience issues launching the examination, the examinee may contact PSI's Remote proctoring technical support at **(844) 267-1017**. The examinee may also initiate a chat after closing the Secure Browser Software by [clicking here](#).

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Launching the Examination

The examinee can launch the examination up to 30 minutes before the scheduled start time.



Score Reporting

The examinee's "pass" or "fail" score will be displayed on screen at the end of the examination and a score report will be emailed to the examinee. If the examinee fails, the emailed score report will include the diagnostic report indicating how many questions were answered correctly.

Please note the examinee must select to end both the examination portion and the survey portion of the test in order to receive the on-screen results and emailed score report. If the examinee does not receive an emailed score report or would like a duplicate score report, they will need to contact PSI at: scorereport@psionline.com to receive the score report.

The examinee will need to include their name, examinee ID number, and confirmation number. The examinee's examinee ID number and confirmation number is on the examination confirmation email. Examinees should allow up to 72 hours to receive the duplicate score report.

Preparing for the Licensing Examination

The following suggestions will help an examinee prepare for their examination. They should:

- Review a current copy of this Candidate Information Bulletin.
- Understand the CDI examination process and procedures so they will know what to expect on examination day.
- Arrive at the test center on time.
- Contact PSI if there is a need for a special accommodation.
- Understand the options for completing the fingerprint requirement.

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Examination Supplies (Test Sites Only)

A pencil and scratch paper are available at every examination computer terminal for test center examinations.

Examination Time Limit

The following chart indicates the type of examination and the number of minutes allotted on the examination:

Examination Type	Time (minutes)	No. of Questions
Accident & Health or Sickness	105	75
Bail Examination	120	75
Casualty	98	75
Commercial Insurance	98	60
Insurance Adjuster	158	100
Life and Disability Analyst	210	125
Life Limited to the Payment of Funeral and Burial Expense	135	90
Life, Accident & Health or Sickness	195	150
Life	105	75
Limited Lines Auto	105	60
Personal Lines	135	90
Property and Casualty	195	150
Property	98	75
Public Adjuster	165	100

All examinations require a 60 percent score to pass, except for the Adjuster and Bail examinations. Adjuster and Bail examinations require a passing score of 70 percent.

Educational Objectives

Be sure to review the most current educational objectives or study material provided in this bulletin. When reviewing the prelicensing course material, also review the textbooks that the education provider referenced as being used to develop the prelicensing course. Education providers may list their references as well as other useful references at the end of the textbook.

The educational objectives and study materials are the basis for the examinations, which are updated periodically. You may download the educational objectives and study materials at the following link:

<http://www.insurance.ca.gov/0200-industry/0030-see-pre-lic/>

Examination Review

PSI, in cooperation with CDI, will be consistently 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

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opportunity to provide comments on any questions 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; however, all substantive comments are reviewed.

Fingerprinting

Examinees must submit their license applications to CDI prior to submitting their fingerprints or they may be required to resubmit their fingerprints to CDI.

Fingerprinting at PSI Test Sites

PSI has fingerprint technicians available at these test centers to assist California insurance license applicants in completing their fingerprint impression requirement.

Examinees will need to pay a fingerprint fee (\$68.95) that covers the following services: FBI processing, DOJ processing fee, and an additional "rolling fee" charged by PSI. The \$69.95 fee is to be paid at the PSI test site. PSI accepts money order, cashier's check, company check (made payable to MorphoTrust USA), VISA, or Mastercard.

Fingerprinting at the CDI Test Site

CDI has its contracted fingerprint vendor, Accurate Biometrics, available at CDI's test center to assist California insurance license applicants in completing their fingerprint impression requirement.

Examinees will need to pay a fingerprint fee (\$59.00), which covers the following services: FBI processing fee, DOJ processing fee, and an additional "rolling fee" charged by Accurate Biometrics. The \$59.00 fee is to be paid directly to Accurate Biometrics: (866) 361-9944 or www.accuratebiometrics.com. They accept money orders, cashier's checks, company checks, personal checks, VISA, MasterCard, American Express, and Discover.

When examinees have their fingerprint impressions made, they are to take with them a completed Live Scan Request, [BCIA 8016](#), form.

Examinees may also check the DOJ website, which maintains a list of approved [Live Scan fingerprinting vendors](#) available to the public. The DOJ list is broken down by county and each vendor's rolling fees vary from location to location. Examinees are encouraged to contact the Live Scan provider in advance to verify their current operating hours, fees, etc. This list is available at the following website: <https://oag.ca.gov/fingerprints/locations>

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To ensure the examinee's fingerprint impressions are properly recorded when the fingerprint impressions are completed at another fingerprint vendor location, examinees must follow the instructions on the fingerprint impressions instructions [LIC 442-39A](#). Payment for the fingerprint impressions must be paid at the fingerprint vendor's business location. These instructions provide the following steps for the license applicants to complete:

1. Complete the applicant information portion on the Request for Live Scan Service form, [BCIA 8016](#), which is available on the CDI's website at: <http://www.insurance.ca.gov/>. On the Main Page, in the Search box located on the right side of the screen, insert the form number to retrieve the form.
2. Keep a copy of the License Scan form for the examinee's records. Take the completed [BCIA 8016](#) form to a DOJ authorized Live Scan vendor.

Give the copy of the form to the Live Scan vendor, who will provide you with the Automated Transaction Identifier (ATI) number that is assigned to your fingerprint impressions. If your fingerprint impressions are rejected, the ATI number will allow you to have your fingerprint impressions redone at no charge provided that you return to the same Live Scan vendor who initially took your fingerprints.

Please note, the fingerprint results from DOJ and FBI for license applicants who have a criminal record typically take longer. Please remember that any type of criminal violation charged at any time during the adult years will be listed in the fingerprint results. Failure to disclose any criminal violations on the license application may cause a delay or prevent the applicant from obtaining an insurance license.