

MICHIGAN OFFICE OF FINANCIAL AND INSURANCE REGULATION**LICENSING EXAMINATION BULLETIN****Contact Us**

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How to Register and Schedule an Original or Retake Exam**Exams requiring prelicensing certificate of completion at exam site:**

16-65 Life Producer	16-69 Personal Lines Producer
16-66 Accident & Health Producer	16-80 Life and (Accident &) Health Producer – combined
16-67 Property Producer/Solicitor	16-81 Property & Casualty Producer/Solicitor – combined
16-68 Casualty Producer/Solicitor	16-84 Variable Annuities/ Life Producer – combined

Exams not requiring prelicensing certificate of completion:

16-70 Public Adjuster (Adjuster for the Insured)	16-75 Limited Lines Property & Casualty Producer
16-71 Independent Adjuster without Worker's Comp	16-76 Property and Casualty Counselor
16-72 Independent Adjuster with Worker's Comp	16-77 Title Insurance Producer
16-73 Life Counselor	16-78 Credit Insurance Producer
16-74 Surplus Lines Producer	16-79 Debt Management
16-83 Variable Annuities Producer	

Prelicensing education requirements and application fees are available at www.michigan.gov/ofir > select Licensing, then the applicable license type.

Exam content outlines are available at www.prometric.com/Michigan/Insurance.

Exam registrations and exam appointments may be made online at www.prometric.com/Michigan/Insurance, or through the Prometric Regional Call Center Monday through Friday from 8 a.m. through 9 p.m. EST at 800/742.8736. Bulk registration for 4 candidates or more is available by phone at 800/493.3926.

To register for an exam, you will need to provide the following information:

- Full legal name, address, social security number, contact telephone numbers and date of birth. The name provided during registration and scheduling must match the government issued, photo-bearing form of identification required to be presented at the scheduled examination.
- The name and examination number of the exam you wish to take (see above).
- If required, the prelicensing course completion information. A failed exam score report, if you are retaking an exam.

To schedule an exam, within 90 days of registration, you will need the following information:

- Available examination dates and test center location. (Ann Arbor, Grand Rapids, Lansing, Livonia, Sault Ste Marie, and Troy; a complete list of test center locations can be found at www.prometric.com/Michigan/Insurance.)
- Accepted forms of payment for examination fees include: MasterCard, Visa, American Express or Diners Club card (bearing the MasterCard symbol). Payment using voucher or online check is available by phone. Exam fees are \$40 for insurance and \$25 for debt management. Fees are nonrefundable and nontransferable.

Upon receipt of scheduling confirmation, check accuracy of date, location and exam type.

Cancellation or rescheduling an examination must be done at least two business days prior to the exam date or exam fees are forfeited.

Special Test Considerations

Individuals that require testing accommodations under the Americans with Disabilities Act (ADA), **at least 30 days prior to scheduling the exam**, contact Prometric at 888/226.9406 to obtain an Accommodation Request Form. Reasonable testing accommodations are provided to allow applicants with documented disabilities, which are recognized under the ADA, an opportunity to demonstrate their skills and knowledge. There is no additional charge for these accommodations.

Telecommunication Devices for the Deaf (TDD) Services are available by calling 800/790.3926.

Holiday Schedule

Testing generally does not occur on New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Absent or Late for the Exam Appointment

If you miss your appointment, or arrive late for your appointment and are not allowed to test, you will forfeit your exam fee. You will be required to submit a new exam fee prior to scheduling a new appointment.

If you are unable to attend your scheduled examination due to illness or emergency, call Prometric. Under certain circumstances, the forfeiture of fees may be waived. Prometric reserves the right to request documentation to support any illness or emergency claim.

What to Bring on Examination Day

Review the checklist below and bring all of the items with you to the testing center. Failure to provide all of the required items will result in you not being allowed to test. The examination fee will be forfeited and you will be required to reschedule and pay new examination fees.

Additional insurance application information: The mailing address must be a physical address; no P.O. boxes are allowed. An application is good for six months from submission. An applicant submitting a second producer application within a 30 day period must contact NIPR for special handling.

If this is your **first** time testing for an insurance exam, bring checklist items 1,2,3,4.

If this is a **retake** insurance exam, bring checklist items 1,2,3,5.

If this is a debt management exam, bring checklist items 1 and 4. If a retest, also bring item 6.

- 1 Prometric confirmation number, provided at the time of registration.
- 2 **Producers:** [National Insurance Producer Registry Electronic Resident Licensing Application Receipt](#) [www.nipr.com > in the left column Electronic Licensing, Resident, select Initial License];
- 3 **Adjusters, Counselors, or Solicitors:** [FIS 0221 Application and FIS 0223 Fee Card](#) [www.michigan.gov/ofir > Forms > Insurance, Insurance Licensing Forms], with payment. Background question documentation may also be submitted.
- 4 One form of valid, government issued, photo and signature bearing identification.
- 5 Prelicensing education Certificate(s) of Completion (**not required** for Limited Lines Property & Casualty, Credit Products, Title, Surplus Lines, Adjusters, Counselors, and Variable Annuities only).
- 6 Failed exam score report from your last exam session (if retaking an examination).

Taking the Examination

Your examination will be taken by computer at a Prometric testing center. Computer experience or typing skills are not necessary. You will have a personalized introduction to the testing system and an introductory lesson, which takes place on the computer, before you start your test. Arrive at the testing center at least 30 minutes before your scheduled examination appointment to verify your identification and allow time for you to sign in.

Exam Results

At the exam end, your score will be shown on the screen and you will receive a printed score report. The report indicates your overall score and grade, including the numerical percentage of questions answered correctly and whether you passed or failed. The report also displays the percentage correct in each major section. The section scores are shown to guide you about areas requiring additional preparation for retesting, if necessary. Even after you pass, you may want to focus on these areas as you begin to provide insurance products and services to the public.

Note that the section percentages will not average out to your total percentage score. Exam sections are allocated different numbers of questions on the exam. The total score is not computed by adding the section percentages and dividing by the total number of sections. The total percentage score is computed by dividing the number of questions answered correctly by the total number of questions in the exam. A total score of 70% is required to pass an exam.

Duplicate score report. Call or write Prometric to request a duplicate score report for a period of up to one year following an exam. Questions or comments regarding your exam can be directed to Prometric at 800/742.8736.

Regulations at the Test Center

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center:

1. You will be continuously monitored by video, physical walk-throughs and the observation window during your test. All testing sessions are video and audio recorded.
2. You must present valid (unexpired) and acceptable ID(s) in order to take your test. Validity and number of IDs required is predetermined by your test sponsor.
3. You are required to sign out on the test center roster each time you leave the test room. You must also sign back in and show your ID to the Test Center Administrator (TCA) in order to be re-admitted to the test room.
4. You are **prohibited** from communicating, publishing, reproducing, or transmitting any part of your test, in any form or by any means, verbal or written, for any purpose.
5. You **must not** talk to other candidates or refer to their screens, testing materials, or written notes in the test room.
6. You **must not** use written notes, published materials, or other testing aids, except those allowed by your test sponsor. (The TCA will refer to the applicable client practice for allowances.)
7. You are **allowed** to bring soft ear plugs or center-supplied tissues in the test room.
8. Any clothing or jewelry items allowed to be worn in the test room must remain on your person at all times. Removed clothing or jewelry items must be stored in your locker.
9. You **must not** bring any personal/ unauthorized items into the testing room. Such items include but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, pagers, watches, cellular telephones, recording devices, and photographic equipment. Weapons are not allowed at any Prometric Testing Center. You will be asked to empty and turn your pockets inside out prior to every entry into the test room to confirm that you have no prohibited items.
10. You **must** return all materials issued to you by the TCA at the end of your test.
11. You **must** comply with the policy of your test sponsor regarding the use of phones during scheduled breaks in your test.
12. Your test may have either scheduled or unscheduled breaks which are determined by your test sponsor. The TCA can inform you what is specifically permitted during these breaks.

13. Repeated or lengthy departures from the test room for unscheduled breaks will be reported by the TCA.
14. If you need access to an item stored in the test center during a break such as food or medicine, you must inform the TCA **before** you retrieve the item. You are not allowed to access any prohibited item (as defined by the client practice applicable for the test you are taking).
15. You must conduct yourself in a civil manner at all times when on the premises of the testing center. Exhibiting abusive behavior towards the TCA, or any other staff member of the test center, may result in criminal prosecution.
16. To protect the privacy of all testers, the TCA can neither confirm nor deny if any particular individual is present or scheduled at the test center.

Persons not scheduled to take a test are not permitted to wait in the test center.

Failure to follow any of these security procedures may result in the disqualification of your examination. Prometric reserves the right to audio and videotape any examination session.

Per OFIR, candidates who violate any test center policy will be subjected to a 30-day waiting period before they may retake an examination, in addition to any other disciplinary action OFIR deems appropriate.

Rescheduling Your Appointment

Cancellation or rescheduling an examination must be done at least two business days prior to the exam date or exam fees are forfeited. Contact the Prometric Regional Call Center at 800/742-8736 during normal business hours or visit the web site at www.prometric.com/Michigan/Insurance.

Note: The schedule below does not include holidays.

If your exam is on:	Call by 9 p.m. Eastern time the previous: (This is the last day you may call without forfeiting your exam fee.)
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Emergency Closings

In the event of severe weather or an emergency, Prometric may need to cancel scheduled exams. Prometric will attempt to contact you by phone or e-mail; however, you may check for test site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a test center is open for testing and you choose not to appear for testing, your examination fee will be forfeited and you will need to reschedule your exam and pay a new full examination fee.

Appeals

Prometric's goal is to provide a quality examination and pleasant testing experience for every candidate. If you are dissatisfied with either and believe they can correct the problem, they would like to hear from you.

If you are requesting a response concerning the exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must include your name, Social Security number, exam title, date tested and details of your concern including all relevant facts, your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeal Committee
1260 Energy Lane
St. Paul, MN 55108

The Appeal Committee will review your concern and send you a written acknowledgement or response within 10 business days of receipt. An original signature is required; therefore, faxed appeals are not accepted.



Michigan Department of Energy, Labor & Economic Growth

DELEG is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

Visit OFIR online at: www.michigan.gov/ofir

Phone OFIR toll-free at: 1-877-999-6442