

# FREQUENTLY ASKED QUESTIONS

## New York Insurance

**What prelicensing company should I pick? Have you heard good things about any of them?**

Prometric has no preference as to which company you select for your prelicensing. Pre-licensing education providers. Pre-licensing providers are approved by the Department to teach appropriate and meaningful courses that will enable potential licensees to become familiar with the requirements prescribed by law. A list of approved providers and courses is available on the Department's Web site at [www.ins.state.ny.us](http://www.ins.state.ny.us) or by calling the Department at 518.474.6630.

**How much do these exams cost?**

All New York insurance exams are \$40.

**How do I register?**

You may register and schedule online anytime at [www.prometric.com/newyork/insurance](http://www.prometric.com/newyork/insurance). On Monday through Friday, between the hours of 8AM and 9PM ET, you may instead register over the phone at (800) 324-7147. Finally, you may opt to fax a completed application (found on Pages 122-124 of the New York Insurance License Information Bulletin) to (800) 347-9242, or mail it to the address found at the bottom of the application, although this form of registration will take at least three to five business days to process once received.

Whichever method of registration you select, Prometric accepts credit card payments using Visa, MasterCard, or American Express. If you choose to mail your application, you may pay with a company check or cashier's check, but NOT with a personal check. Please note that all registration fees are NON-TRANSFERABLE and NON-REFUNDABLE once paid.

**I registered for an exam four months ago intending to schedule now, but the website won't recognize my registration. What happened?**

New York Insurance exams have an Eligibility Period of 90 days from the date scheduled. If you do not sit for your exam within that 90-day period, the exam's eligibility expires. This *forfeits your registration fee*, which means you will need to register (and therefore pay the fee) again in order to schedule your exam.

**What if I need to reschedule or cancel my exam?**

Prometric has the following rescheduling and cancellation policy for New York Insurance exams:

- Rescheduling or cancelling an exam three business days prior to the exam date will incur *no fee*.

- Rescheduling or cancelling an exam *less than* three business days prior to the exam date will incur a *\$40.00 fee*. The exam date does *not* count as one of these days, nor do Saturdays, Sundays, or holidays.

- No rescheduling or cancellation *whatsoever* may occur on the actual exam date.

For example, if you schedule an exam for a Tuesday, the three business days will be that Monday and the previous Thursday and Friday. This means that you may reschedule or cancel for free up until the end of the previous Thursday, and that you will have to pay an additional \$40.00 fee to reschedule or cancel on Friday, Saturday, Sunday, or Monday. You may *not* reschedule or cancel on Tuesday, the day of the exam.

### **How much time do I have to finish the exam? How many questions are there?**

This depends on which exam you wish to take. You may find your exam's time limit and number of questions by going to [www.prometric.com/newyork/insurance](http://www.prometric.com/newyork/insurance), clicking on Step 5 ("Download the License Information Bulletin"), and scrolling through the PDF file that appears on Page 25, "Exam Content Outlines." In addition to the time limit and number of questions for all of the New York Insurance exams, you will find a generalized list of subjects covered in each exam. These outlines may aid you in determining what you should study during your test preparations.

### **When should I get to the Test Center on the day of my exam?**

Please arrive at the Test Center at least thirty minutes prior to the start of your exam. This will ensure that the Test Center Administrators can check you in properly.

### **What identification do I need to get into the Test Center?**

Before departing for the Test Center on the day of your exam, please ensure that you have a 2 valid, state-issued, signature-bearing photo IDs on your person to present to the Test Center Administrators. This includes, but is not limited to, driver's licenses and US passports. For purposes of proper identification, *invalid* identification includes expired IDs, as well as those rendered null and void for any reason. In the event that you do not bring proper identification to the Test Center, the Test Center Administrators will not allow you to sit for your exam; this will count as a "no-show" which *forfeits your registration fee*.

### **I didn't pass my exam this morning. Can I schedule it again right now?**

Prometric's registration system takes 24-48 hours to update properly with regard to the results of an exam. Until this update finishes, the system will not allow re-registration of that exam from any source. Please wait at least 24 hours from the end of your exam before you attempt to

register and schedule again. If you still cannot register after 48 hours have passed from the end of the exam, a system error may have occurred, and you should contact Prometric Candidate Care at (800) 853-6769.