

FREQUENTLY ASKED QUESTIONS

Vermont Insurance

How much does my exam cost?

This depends on which exam you wish to take. Vermont Insurance exam registration fees vary from exam to exam; to determine the cost of your exam, consult page 32 of the Vermont Insurance License Information Handbook, found by clicking the link marked “Step 5: Download the License Information Handbook” at www.prometric.com/vermont/insurance.

How do I register?

You may register and schedule online anytime at www.prometric.com/vermont/insurance. Monday through Friday (8AM and 9PM ET) and Saturday and Sunday (between the hours of 10AM and 3PM ET) you may instead register over the phone at (800) 868-6113. Finally, you may opt to fax a completed application (found on Page 32 of the Vermont Insurance License Information Handbook) 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.

What if I need to reschedule or cancel my exam?

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

- Rescheduling or cancelling an exam 24 hours *or more* prior to the exam date will incur *no fee*.
- Rescheduling or cancelling an exam *less than* 24 hours prior to the exam date will incur another full registration fee.
- No rescheduling or cancellation *whatsoever* may occur on the actual exam date.
- Candidates who no show their appointment will forfeit the entire examination fee(s)

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/vermont/insurance, clicking on Step 5 (“Download the License Information Handbook”), and scrolling through the PDF file that appears to Page 18, “Exam Content Outlines.” In addition to the time limit and number of

questions for all of the Vermont 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 valid, state-issued, signature-bearing photo ID 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.

I registered and paid for my exam prior to Vermont Insurance migration over to the new scheduling system. What happens to my payment?

An email was sent to the email address we have on file for you on May 8, 2019. This email advised that starting on May 20, 2019, Vermont Insurance moved to a newer scheduling and registration system. If you were unable to schedule your exam prior to May 15th Prometric will issue a refund and a check will be mailed to you within the next couple weeks (post May 20, 2019). Please note that if you did not schedule your examination prior to May 15th you will need to pay the examination fee again in order to schedule an appointment through the new scheduling system.

I took an exam in the past but do not have an exam currently scheduled nor do I have plans to take a new exam. However, I received an email from Prometric welcoming to a new system. Do I need to do anything with this?

Yes, you will need to activate your candidate profile. While you do not need to schedule a new exam, nor does this indicate that you have to be re-licensed, this will allow you access to all of

your testing information to be housed for any exam that you have taken under the Vermont Insurance account. Should you need to take a licensing exam with this state in the future, you will utilize this profile to do so.

I need to take an exam. What are the next steps?

You will first need to create a profile within our Candidate Management System. The link for this can be found on the www.prometric.com landing page under Step 2 and 3. Once you set up your profile, you will be able to schedule your exam right on line.

Since I already am on the phone with Prometric, can you just schedule my exam for me?

Of course! Once I get you scheduled you will receive two emails. The first email will be a welcome email so you can activate your candidate profile. From the profile you will be able to see your appointment details, future exams that you are eligible to take, unofficial score reports as well as your testing history. The second email you will receive will be a formal confirmation email which will provide you with all of the details for your appointment including the date, time, exam name, site address, etc.