FREQUENTLY ASKED QUESTIONS

Wisconsin 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. You may find a list of companies approved to conduct Wisconsin Insurance prelicensing classes at the National Association of Insurance Commissioners webpage, [www.statebasedsystems.com](http://www.statebasedsystems.com).

How much do these exams cost?

All Wisconsin Insurance exams carry a $75 registration fee, which you must pay prior to confirming your scheduled exam date. You must pay this fee each time you register for an exam, not just the first time.

How do I register?

You may register and schedule online anytime at [www.prometric.com/wisconsin/insurance](http://www.prometric.com/wisconsin/insurance). On Monday through Friday, between the hours of 8AM and 9PM ET, you may instead register over the phone at (866) 370-3411. Scheduling only is available by phone Saturday and Sunday between 10AM and 3PM ET. Finally, you may opt to fax a completed application (found on Page 53 of the Wisconsin 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.

What if I need to reschedule or cancel my exam?

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

- To cancel your existing appointment; you must do so at least three days prior to the scheduled exam date and time to avoid forfeiting $40 of your exam fee.
- 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/wisconsin/insurance, clicking on Step 5 (“Download the License Information Bulletin”), and scrolling through the PDF file that appears to Page 19, “Exam Content Outlines.” In addition to the time limit and number of questions for all of the Wisconsin 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.

Is there anything else that I should bring?

If the Wisconsin Department of Insurance requires you to attend and complete a prelicensing course before taking an insurance exam, please bring the Certificate(s) of Completion that you received from that course to the Test Center (along with the abovementioned ID). Note that if you wish to take an exam for multiple lines of authority, you must bring a Certificate of Completion for each line of authority. For example, if you take a Property and Casualty exam, you will need both a Certificate of Completion for Property and a Certificate of Completion for Casualty when you arrive at the Test Center. Also note that Certificates of Completion remain valid for one (1) year from the date issued; the Test Center Administrators will not accept expired Certificates. Failure to bring the relevant, valid Certificates of Completion to the Test Center will result in your inability to sit for the exam and a “no-show” which forfeits your registration fee, as with failure to bring proper ID.

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.