

FREQUENTLY ASKED QUESTIONS

Massachusetts 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 Massachusetts Insurance prelicensing classes at the Massachusetts insurance Department webpage, www.mass.gov/doi.

How much do these exams cost?

This depends on which exam you wish to take. Massachusetts Insurance exam registration fees vary from exam to exam; to determine the cost of your exam, consult page 58 of the Massachusetts Insurance License Information Handbook, found by clicking the link marked “Step 5: Download the License Information Handbook” at www.prometric.com/massachusetts/insurance.

How do I register?

You may register and schedule online anytime at www.prometric.com/massachusetts/insurance. On Monday through Friday, between the hours of 8AM and 9PM ET, you may instead register over the phone at (800) 741-9380. Finally, you may opt to fax a completed application (found on Page 58 of the Massachusetts 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?

Massachusetts 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 Massachusetts Insurance exams:

- You may reschedule or cancel your exam at *no fee* any time up until 24 hours prior to the exam date.
- No rescheduling or cancellation *whatsoever* may occur fewer than 24 hours prior to the exam date, or on the exam date itself.

For example, if you schedule an exam for a Friday, you may reschedule or cancel that exam at no cost until the end of that Wednesday. You may *not* reschedule or cancel your exam on Thursday or the exam date of Friday.

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/massachusetts/insurance, clicking on Step 5 ("Download the License Information Bulletin"), and scrolling through the PDF file that appears on Page 16, "Exam Content Outlines." In addition to the time limit and number of questions for all of the Massachusetts 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.