

FREQUENTLY ASKED QUESTIONS

Utah Insurance

How much does my exam cost?

Exam	Contract Long Name	Cost
1701	Producer's Life Exam	\$ 32.00
1702	Producer's Accident and Health Exam	\$ 32.00
1703	Producer's Combined Life, Accident and Health Exam	\$ 44.00
1704	Producer's Combined Property and Casualty Exam	\$ 44.00
1709	Consultant's Combined Life, Accident and Health Exam	\$ 44.00
1710	Consultant's Combined Property and Casualty Exam	\$ 44.00
1711	Adjuster's Property and Casualty Exam	\$ 32.00
1712	Adjuster's Accident and Health Exam	\$ 32.00
1713	Producer's Title Marketing Representative Exam	\$ 32.00
1714	Producer's Title Examination Exam	\$ 32.00
1716	Producer's Title Escrow Exam	\$ 32.00
1719	Utah Laws and Regulations Exam	\$ 32.00
1720	Producer's Personal Lines Exam	\$ 32.00
1721	Surplus Lines Producer Exam	\$ 32.00
1722	Producer's Property Exam	\$ 32.00
1723	Producer's Casualty Exam	\$ 32.00
1724	Consultant's Life Exam	\$ 32.00
1725	Consultant's Accident and Health Exam	\$ 32.00
1726	Adjuster's Crop Exam	\$ 32.00
1727	Adjuster's Workers Compensation Exam	\$ 32.00
1728	Consultant's Property Exam	\$ 32.00
1729	Consultant's Casualty Exam	\$ 32.00
	Fingerprint	\$ 6.00

What is considered a passing score?

To achieve a passing score on the examination, you must receive a 70% or higher on the examination.

What if I failed an exam previously taken with PSI?

You would schedule your new exam/retake at www.prometric.com/utah/insurance

How do I register?

You may register and schedule online anytime at www.prometric.com/utah/insurance. On Monday through Friday, between the hours of 8AM and 9PM ET, you may instead register over the phone at 888.226.8740. Scheduling only is available by phone Saturday and Sunday between

10AM and 5PM ET. Finally, you may opt to fax a completed to (800) 347-9242, or mail it to the address found at the bottom of the application. Please note that mailed or faxed forms of registration will take at least three to five business days to process once received so the recommended methods of registration is online or phone at 888.226.8740.

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 make sure that you are registering for the correct exam. Please note that all registration fees are NON-TRANSFERABLE and NON-REFUNDABLE once paid.

What if I need to reschedule or cancel my exam?

- To reschedule your existing exam appointment, you must contact Prometric > 24 hours prior to the exam appointment date in order to avoid forfeiting your exam fee.
- To cancel your existing exam appointment, you must contact Prometric either through our toll-free number or by visiting www.prometric.com/utah/Insurance > 24 hours prior to your scheduled exam appointment in order to avoid forfeiting your original exam fee.

If you paid via credit card online and cancel your exam, the card you used will be automatically refunded.

However if you registered through mail or fax using any form of payment, after you cancel your exam, you must initiate a refund by going to <https://fs6.formsite.com/Prometric/form33/index.html> and completing the refund form.

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/utah/insurance, on the Special Resources Section ("License Information Handbook") to the "Exam Content Outlines." In addition to the time limit and number of questions for all of the North Dakota 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.

I took an exam with PSI before, is Prometric's exam the same?

The exams will test on the same knowledge contained in the content outlines, but the exam questions may be different. The structure of the exams will also differ from those taken previously with PSI – Both companies offer licensee exams, but the look and feel of the exams will be different. Overall, both exam will be testing to ensure that you are knowledgeable on the subject.

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?

You must provide **1** form identification. This identification must be a VALID (non-expired) form of government-issued identification (driver's license, state ID, passport or military ID), which bears your signature and has your photograph.

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) 813-6737.