FREQUENTLY ASKED QUESTIONS

Virginia Insurance

How much does my exam cost?

The most current Virginia Insurance exam prices are listed in the candidate bulletin. To determine the cost of your exam, go to the Prometric **website** and click on "Step 4: Download the License Information Bulletin".

How do I register for an exam?

You may register and schedule for your exam either at a test center or remotely proctored online anytime on the Prometric **website** or call our contact center to schedule an exam Monday through Friday (8AM to 9PM ET) and Saturday and Sunday (10AM to 3PM ET) at (866) 891 6396.

Finally, you may opt to fax a completed application 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.

What if I need to reschedule or cancel my exam?

If you wish to change your exam date or time, you must do so at least 24 hours prior to your appointment by using our **website** or by contacting Prometric's automated voice response system at: 866-891-6396 (in North America).

There is no charge for changing an appointment within the same testing window if the change is made at least 24 hours prior to your appointment. 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 completing the **refund form** on our website. Prometric will review refund requests and email decisions to you within 7-10 business days of receipt unless further research and/or documentation are required. Prometric reserves the right to request documentation to support any illness or emergency claim. **Refund requests made via phone will not be accepted.** If you change or cancel your appointment without proper notice, you will forfeit your examination fee(s).

What happens if I am absent or late for my appointment?
If you miss your appointment, or arrive late and are not allowed to test, you will forfeit your exam 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 Prometric **website** and clicking on Step 4 ("Download the License Information Bulletin"), and scrolling through the "Exam Content Outlines."

In addition to the time limit and number of questions for all of the Virginia 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 my testing appointment on the day of my exam?

Please arrive to your appointment at least thirty (30) minutes prior to the start of your exam. This will ensure that the Proctor can check you in properly.

What identification do I need to take my exam?

Before departing for the Test Center on the day of your exam or sitting for your remote appointment, please ensure that you have two (2) forms of current ID. The primary ID must be a valid, non-expired, government issued, identification that bears both your photograph and signature such as your:

- driver's license

- US passport

- state-issued identification card

- military identification

The secondary ID must contain a valid signature.

For purposes of proper identification, *invalid* identification includes expired IDs, as well as those rendered null and void for any reason.

If you do not bring proper identification to your exam, you cannot test, and you will forfeit your exam 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 regarding 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. After the third time of failing the exam, Virginia law requires a 30-calendar day waiting period before retaking the exam.

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.