



# Indiana

## Insurance Examination

Candidate Handbook

February 2021



# QUICK REFERENCE

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## RESERVATIONS

### Before making an exam reservation

Candidates should thoroughly review this handbook, which contains important information about eligibility and the examination and licensing application process. Candidates should also review the exam content outlines at <https://home.pearsonvue.com/Publications/121501.pdf>.

### Making an exam reservation (details on page 5)

Candidates may make a reservation by either visiting our webpage at <https://home.pearsonvue.com/in/insurance> or calling Pearson VUE. Candidates have the option to register to take their exams online or at a physical Pearson VUE testing location.

Candidates should make a reservation online at least twenty-four (24) hours before the desired examination date. **Walk-in examinations are not available.**

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## SCHEDULES & FEES

### Test Center locations

A list of test centers appears on the [back cover](#) of this handbook. Candidates should contact Pearson VUE to confirm specific locations and examination schedules. Additionally, a test center search may be done online by location here: [www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance).

### Exam fees

Candidates must pay the examination fee (as detailed on [page 5](#)) at the time of reservation by credit card, debit card, or voucher. **Fees will not be accepted at the test center. Examination fees are non-refundable and non-transferable, except as detailed in the *Change/Cancel Policy* ([page 6](#)).**

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## EXAM DAY

### What to bring to the exam

Candidates should bring to the examination at least one (1) government-issued photo ID, and other materials as dictated by the Indiana Department of Insurance (IDOI). A complete list appears in *What to Bring/Needed for Exam* ([page 8](#)).

### Exam procedures

Candidates should report to the test center at least **thirty (30)** minutes before the examination begins to complete registration. The time allotted for the examination varies (see [page 10](#)), and each candidate will leave the test center with an [official score report](#) in hand.

## EXAMINATION INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

### Pearson VUE Indiana Insurance

Attn: Regulatory Program  
5601 Green Valley Dr.  
Bloomington, MN 55437

#### Phone

(866) 895-0496

#### Email

[pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

#### Website

[www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance)

## STATE LICENSING INFORMATION

Candidates may contact the Indiana Department of Insurance (IDOI) with questions about obtaining or maintaining a license after the examination has been passed.

### Indiana Department of Insurance (IDOI)

311 West Washington Street, Suite 103  
Indianapolis, Indiana 46204-2787

#### Email

[agentlicensing@idoi.in.gov](mailto:agentlicensing@idoi.in.gov)

#### Phone

(317) 232-2389

#### Website

<https://www.in.gov/idoi/2446.htm>

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# OVERVIEW

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## **The candidate handbook is a useful tool in preparing for an examination.**

Before taking the examination, it is highly recommended that candidates review both the Indiana Insurance Candidate handbook and the content outlines (found at <https://home.pearsonvue.com/Publications/121501.pdf>).

## **OBTAINING AN INSURANCE LICENSE IN INDIANA**

### **Individuals who wish to obtain an insurance license in Indiana must:**

#### **1. Complete the required Pre-licensing Education Course.**

Approved courses may be viewed online at [www.sircon.com/Indiana](http://www.sircon.com/Indiana) by selecting “Look up education courses/credits” and doing an “Approved Courses Inquiry.” Neither the Indiana Department of Insurance (IDOI) nor Pearson VUE endorses any particular pre-licensing education course or study materials.

#### **2. Make an exam reservation and pay the exam fee.**

Make a reservation online at <https://www.pearsonvue.com/testtaker/profile/create/SignUp/ININS> or by phone with Pearson VUE for the examination. Online appointments for testing from home or office are available through OnVUE at <https://home.pearsonvue.com/in/insurance>.

#### **3. Go to the test center or prepare for your exam online and pass the exam.**

Go to the test center on the day of the examination, bringing along all required materials (see [page 8](#).) A score report will be provided at the end of the exam providing either a Pass or Fail score.

#### **4. Apply for a license.**

After passing the examination, apply for your license online at [www.sircon.com/indiana](http://www.sircon.com/indiana) or [www.nipr.com](http://www.nipr.com). For complete licensing procedures, visit the IDOI's website at <https://www.in.gov/idoi/2446.htm>.

## EXAM QUALIFICATIONS/PRE-LICENSING EDUCATION

The following table details the pre-licensing education course completion needed for each IDOI examination.

EXAM TYPE	COURSE COMPLETION NEEDED
Property & Casualty (P&C)	Property & Casualty
Personal Lines	Personal Lines <b>or</b> Property & Casualty
Life & Health (L&H)	Life, Accident & Health
Life	Life <b>or</b> Life, Accident & Health
Health	Accident & Health <b>or</b> Life, Accident & Health
Bail/Recovery Agent	Bail/Recovery
Navigator	Navigator
Independent Adjuster	Adjuster – 40-hours
*Public Adjuster	None – IDOI Certificate of Test Eligibility Required
Surplus Lines	None - P&C License Required
**Life Laws and Regulations	None – IDOI Waiver Required
**Health Laws and Regulations	None – IDOI Waiver Required
**L&H Laws and Regulations	None – IDOI Waiver Required
**P&C Laws and Regulations	None – IDOI Waiver Required

\* Public Adjuster candidates may request a Certificate of Test Eligibility by emailing [agentlicensing@idoi.in.gov](mailto:agentlicensing@idoi.in.gov) and including in the email: name, exam type.

### \*\* Waiver of Pre-Licensing Education

Candidates may be eligible for a waiver of pre-licensing education, in order to take a Laws and Regulations Exam, if they hold one of the following professional designations or Insurance Degree:

- Chartered Life Underwriter (CLU)
- Certified Financial Planner (CFP)
- Chartered Financial Consultant (CFC)
- Chartered Property and Casualty Underwriter (CPCU)
- Certified Insurance Counselor (CIC)
- Accredited Advisor in Insurance (AAI)
- Bachelor's Degree in Insurance

Candidates may request a waiver by emailing [agentlicensing@idoi.in.gov](mailto:agentlicensing@idoi.in.gov) and including in the email: name, exam type, photo copy of designation certificate or degree.

## EXAM CONTENT OUTLINES

Each examination is based on a detailed content outline of topics and subtopics. These content outlines are provided to publishers of study materials and to state-approved education providers for their use in developing and updating their educational materials and programs. Content outlines are updated periodically to reflect changes. Indiana offers these content outlines online at <https://home.pearsonvue.com/Publications/121501.pdf>.

## PRACTICE TESTS

Pearson VUE offers practice tests in the areas of Life, Health, Property, and Casualty that contain questions developed by subject matter experts using concepts found in the general portion of the licensure examination. The tests closely reflect the format of the real licensure examination, can be scored instantly, and provide immediate feedback to help candidates identify correct and incorrect answers. Candidates can purchase practice tests anytime at [www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance).

## CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

FOR EXAMINATIONS		
<b>Pearson VUE/Indiana Insurance</b> Attn: <i>Regulatory Program Coordinator</i> 5601 Green Valley Dr. Bloomington, MN 55437		
<b>Phone:</b> (866) 895-0496	<b>Website:</b> <a href="http://www.pearsonvue.com/in/insurance">www.pearsonvue.com/in/insurance</a>	<b>Email:</b> <a href="mailto:pearsonvuecustomerservice@pearson.com">pearsonvuecustomerservice@pearson.com</a>

Live Chat is available to address your support inquiries and is the quickest way to reach a customer service agent. It's available from 9:00 AM through 6:00 PM Eastern Standard Time, Monday through Friday, subject to change during locally designated holidays.

Please visit [www.pearsonvue.com/in/insurance/contact](http://www.pearsonvue.com/in/insurance/contact) for further information.

Candidates may contact the Indiana Department of Insurance (IDOI) with questions about obtaining or maintaining a license.

FOR STATE LICENSING		
<b>Indiana Dept of Insurance (IDOI)</b> 311 West Washington Street, Suite 103 Indianapolis, Indiana 46204-2787		
<b>Phone:</b> (317) 232-2389	<b>Website:</b> <a href="https://www.in.gov/idoi/2446.htm">https://www.in.gov/idoi/2446.htm</a>	<b>Email:</b> <a href="mailto:agentlicensing@idoi.in.gov">agentlicensing@idoi.in.gov</a>

# EXAM RESERVATIONS

## MILITARY SITE TESTING

Indiana Department of Insurance (IDOI) insurance licensure exams are now available at select Pearson VUE test centers on military installations across the globe. Service members, dependents, and contractors with authorized base access who want to gain Indiana insurance licensure from their duty station or assignment in another state and foreign deployment will have the option to take their exams without having to return to Indiana to test.

To locate a Pearson VUE authorized testing center, visit <http://home.pearsonvue.com/military> and select Indiana Insurance from the Insurance program category.

In addition to Pearson VUE's standard ID policy (see [page 8](#)), candidates must have valid government ID and authorization to gain access to military testing sites. Civilians without valid government ID will be turned away by the test center and/or military entrance gate security.

## MAKING A RESERVATION

Online reservations are the most efficient way for candidates to schedule their examination. Candidates **must** go to [www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance) to make an online reservation for an examination. First-time users are required to create an account. The candidate will need to fill in all required fields, which are preceded by an asterisk (\*), on the online form in order to create an ID and be assigned a password. Step-by-step instructions will lead the candidate through the rest of the examination reservation process.

Candidates **must** make an online reservation at least twenty-four (24) hours before the desired examination date. Candidates who wish to make a phone reservation at (866) 895-0496 must do so at least twenty-four (24) hours before the desired examination date.

### Before making a reservation, candidates should have the following:

- Legal name, residence address, Social Security number, daytime telephone number, and date of birth
- The name(s) of the examination(s)
- The preferred examination date(s) and test center location(s) (a list of test centers appears on the [back cover](#) of this handbook)

## AVAILABLE EXAMINATIONS AND FEES

The following table lists the available IDOI examinations and fees associated with each examination. The examination fee must be paid at the time of reservation by credit card, debit card, or voucher. **Fees will not be accepted at the test center.** Examination fees are non-refundable and non-transferable, except as detailed in the *Change/Cancel Policy* (see [page 6](#)).

EXAM TYPE	EXAM FEE	EXAM TYPE	EXAM FEE
Life	\$69	Surplus Lines	\$50
Life - <b>Spanish*</b>	\$69	Public Adjuster	\$50
Health	\$69	Independent Adjuster (effective 3/1/21)	\$69
Health - <b>Spanish*</b>	\$69	Independent Adjuster - <b>Spanish*</b>	\$69
Life & Health (L&H)	\$69	Life Laws & Regulations	\$50
Life & Health - <b>Spanish*</b>	\$69	Health Laws & Regulations	\$50
Property & Casualty (P&C)	\$69	L&H Laws & Regulations	\$50
Property & Casualty (P&C) - <b>Spanish*</b>	\$69	P&C Laws & Regulations	\$50
Personal Lines	\$69	Navigator	\$50
Personal Lines - <b>Spanish*</b>	\$69	Navigator - <b>Spanish*</b>	\$50
Bail/Recovery Agent	\$50		

\* Spanish Exams are only offered at physical test center locations. These exams are not available through OnVUE.

## Vouchers

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased by credit card, either singly or in volume, online at <http://www.pearsonvue.com/vouchers/pricelist/inins.asp>. To redeem a voucher as payment when scheduling a test, simply indicate Voucher as the payment method and provide the voucher number. **All vouchers are pre-paid. Vouchers are non-refundable and non-returnable.**

Vouchers expire twelve (12) months from the date they are issued. Voucher expiration dates cannot be extended. The exam must be taken by the expiration date printed on the voucher.

## CHANGE/CANCEL POLICY

Candidates **must** call Pearson VUE at (866) 895-0496 at least **forty-eight (48) hours** before the examination to change or cancel a reservation. Candidates who change or cancel a reservation with proper notice may either transfer the fee to a new reservation or may request a refund. **Candidates who change or cancel their reservations without proper notice will forfeit the examination fee.** Refunds for credit/debit cards are immediate, while refunds for vouchers will be processed in two to three (2-3) weeks.

Candidates are individually responsible for the full amount of the examination fee once a reservation has been made, whether paid individually or by a third party.

**For candidates testing through OnVUE online testing, appointments may be cancelled or rescheduled up to the time of the exam.**

## ABSENCE/LATENESS POLICY

Candidates who are late or absent from an exam may call Pearson VUE within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of the candidate or of the candidate's immediate family member
- Death in their immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

A case number will be assigned and instructions provided for emailing supporting documentation. **Candidates absent from or late to an exam who have not changed or canceled the reservation according to the *Change/Cancel Policy* will not be admitted to the exam and will forfeit the exam fee.**

## WEATHER DELAYS AND CANCELLATIONS

If severe weather or a natural disaster makes the Pearson VUE test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of severe weather.

## ACCOMMODATIONS

Pearson VUE complies with the provisions of the Americans with Disabilities Act (ADA) as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations. **These accommodations are for individuals who qualify under the Americans with Disability Act (ADA) only.**

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own



Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

To request an accommodation, go to [http://www.pearsonvue.com/accommodations/py\\_review.asp?clientName=Indiana%20Insurance](http://www.pearsonvue.com/accommodations/py_review.asp?clientName=Indiana%20Insurance). Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at [accommodationspearsonvue@pearson.com](mailto:accommodationspearsonvue@pearson.com).

**Candidates requiring and/or requesting special accommodations must test at a physical Pearson VUE testing location. In certain circumstances, extra testing time may be permitted for OnVUE online proctored exams.**

### **English as a Second Language (ESL)**

Candidates for whom English is a second language (ESL) may request additional time for the examination by sending the *English as a Second Language (ESL) Request Form* (found in the [back](#) of this Candidate Handbook) to Pearson VUE. Candidates **MUST** include a letter from either their English instructor or sponsoring company (on official letterhead if from a company) stating that English is not the candidate's primary language.

Candidates should not attempt to make a reservation until after they have been notified by Pearson VUE via email that their request for additional time has been approved. The length of the examination will be equal to one-and-a-half (1½) times the length of the examination. For example, a two (2) hour examination will be extended to three (3) hours. **NOTE: NO OTHER accommodations will be granted for ESL, i.e. separate testing room, reader, marker, etc.** Other accommodations are for individuals who qualify under the Americans with Disability Act (ADA) only.

The approval of additional time will be for one (1) year from the date of the request for the exam type you have requested. Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (800) 466-0450.

Candidates who need to reschedule or need to retest should notify the ADA Coordinator at [accommodationspearsonvue@pearson.com](mailto:accommodationspearsonvue@pearson.com) that special arrangements were used for the prior examination.

# EXAM DAY

## WHAT TO BRING/NEEDED FOR EXAM

### Required Materials

All candidates are required to bring:

- one (1) form of identification that is deemed acceptable, listed under *Acceptable Forms of Candidate Identification*, and
- the required supplemental testing document (i.e., Course Completion Certificate, Waiver, Certificate of Test Eligibility or Property & Casualty license), listed under *Other Required Exam Documentation*.

Candidates who have changed their names must provide written documentation of the change. This documentation may be a copy of a marriage license, divorce decree or other official legal documentation showing the name change.

### REQUIRED MATERIALS

Candidates who do not present the required items will be denied admission to the examination, will be considered absent, and will forfeit the examination fee.

**Note: You will not be permitted to bring your own calculator into the testing room.**

### Acceptable Forms of Candidate Identification

Candidate must present **one (1)** form of primary identification (ID) from the following list. **The name on the identification must exactly match the name on the registration.** The identification must be government issued, photo-bearing with a valid signature and not expired. Identification must be in English.

#### Primary ID (with photograph and signature, not expired)

- Government-issued Driver's License
- U.S. Department of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport card
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

### Other Required Exam Documentation

EXAMINATION NAME	DOCUMENTS NEEDED	REQUIREMENTS
Life	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.
Health	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.
Life & Health (L&H)	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.

Property & Casualty (P&C)	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.
Bail/Recovery Agent	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.
Personal Lines	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.
Navigator	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.
Public Adjuster	Certificate of Test Eligibility	Testing must be completed by the Expiration Date on the certificate.
Independent Adjuster	Course Completion Certificate	Testing must be completed within six (6) months of the Course Completion Date on the certificate.
Life Laws & Regulations	Waiver from IDOI	Testing must be completed by the Expiration Date on the waiver.
Health Laws & Regulations	Waiver from IDOI	Testing must be completed by the Expiration Date on the waiver.
L&H Laws & Regulations	Waiver from IDOI	Testing must be completed by the Expiration Date on the waiver.
P&C Laws & Regulations	Waiver from IDOI	Testing must be completed by the Expiration Date on the waiver.
Surplus Lines	Property & Casualty License	Testing must be completed by the Expiration Date on the license.

*Electronic copies of documents are allowed and must be original. Duplicate copies of original paper documents are not permitted.*

## EXAM PROCEDURES

### At Physical Test Location

Candidates should report to the test center **thirty (30) minutes** before the examination and check in with the test center administrator. The candidate's identification and other documentation will be reviewed and they will be photographed for the score report.

Candidates are required to review and sign a ***Candidate Rules Agreement*** form. If the ***Candidate Rules Agreement*** is not followed and/or cheating or tampering with the examination is suspected, the incident will be reported as such and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the Indiana Department of Insurance (IDOI) may take further action such as prohibiting any future exams or licensures.

Other test center procedures, set to accommodate additional security needs, are in place, but not limited to emptying pockets in clothing, prohibiting hats and hoodies, checking eye wear, stowing belongings in a locker, etc. See *Test Center Policies* on [page 11](#) for more information.

Candidates will have an opportunity to take a tutorial on the computer on which the examination will be administered. The time spent on this tutorial will not reduce the examination time. The examination administrators will answer questions, but candidates should be aware that the administrators are not familiar with the content of the examinations or with the state's licensing requirements. Examination administrators have been instructed not to advise candidates on requirements for licensure.

Candidates may begin the examination once they are familiar with the computer. The examination begins the moment a candidate looks at the first examination question. The time allotted for each examination is detailed in the *Exam Volumes, Seat Times, Passing Scores* section on [page 10](#). The examination will end automatically when the examination time has expired, and candidates will leave the test center with their official score report in hand. **If testing at a Pearson VUE testing site, the score report will be provided at the test center. If testing online, candidates will need to log into their Pearson VUE account to obtain their score report.**

### OnVUE online procedures

If you are testing online and not in a physical Pearson VUE testing location, you should first review the materials and watch the short video at <https://home.pearsonvue.com/in/insurance/onvue> before you begin your online exam.

## ABOUT THE EXAM

The content of the general portion of the examination is based upon information obtained from a job analysis by Pearson VUE. Responses from insurance professionals were analyzed to determine the nature and scope of tasks they perform and the knowledge and skills needed to perform them. This information is the basis upon which examination questions are written and ensures that examinations reflect the practice of insurance.

The state-specific portion of the examination has been developed to reflect the laws, statutes, rules, and regulations for the practice of insurance in Indiana, and has been reviewed and approved by Indiana insurance professionals.

All Indiana Department of Insurance (IDOI) insurance examinations are given in a multiple-choice format dealing with basic entry-level knowledge required of the particular insurance licensure.

Through standardization and control, Pearson VUE ensures that no individual has an unfair disadvantage or advantage because of a particular examination format or setting.

Pearson VUE maintains examination administration and examination security standards designed to ensure that all candidates are given the same opportunity to demonstrate their abilities and to prevent some candidates from gaining an unfair advantage over others because of testing irregularities or misconduct. Pearson VUE routinely reviews irregularities and examination scores believed to be earned under unusual or nonstandard circumstances.

Pearson VUE maintains the right to question any examination score whose validity is in doubt because the score may have been obtained unfairly. Pearson VUE first undertakes a confidential review of the circumstances contributing to the questions about score validity. If there is sufficient cause to question the score, Pearson VUE will refer the matter to the IDOI, which will make the final decision on whether or not to cancel the score or take other action against the candidate.

### Pretest Questions

Many of the examinations will contain “pretest” questions. Pretest questions are questions on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect a candidate’s score. Pretest questions are mixed in with the scored questions and are not identified.

**The number of pretest questions are listed in the content outline heading of each examination for which they are available. If a number is not present then there are no pretest questions for that particular examination.**

## EXAM VOLUMES, SEAT TIMES, PASSING SCORES

The passing score of an exam is determined by the Indiana Department of Insurance (IDOI) in consultation with Pearson VUE and industry subject matter experts. The following table shows the scaled score needed to pass each exam:

EXAM TYPE	TOTAL QUESTIONS	SEAT TIME (MINUTES)	PASSING SCORE
Life	95	120	70
Health	95	120	70
Life & Health (L&H)	150	180	70
Property & Casualty (P&C)	150	180	70
Personal Lines	115	120	70
Bail/Recovery Agent	60	60	70
Surplus Lines	55	60	70
Independent Adjuster ( <i>effective 3/1/21</i> )	100	105	70
Public Adjuster	60	60	70
Life Laws & Regulations	35	60	70
Health Laws & Regulations	35	60	70
L&H Laws & Regulations	40	60	70
P&C Laws & Regulations	40	60	70
Navigator	70	90	70

## SCORE EXPLANATION

The passing score of the exam is determined by the Indiana Department of Insurance. Through standardization and control, Pearson VUE ensures that no individual has an unfair advantage because of a particular examination format. Candidates need to achieve 70% to pass the IDOI exams.

## DUPLICATE SCORE REPORTS

Candidates will need to log into their Pearson VUE account to obtain their score report.

## RETAKE THE EXAM

Reservations for reexamination are not made at the test center and must be done online at [www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance) or by calling Pearson VUE at (866) 895-0496. **Candidates must wait forty-eight (48) hours before retaking an examination.**

## QUESTIONS OR COMMENTS ABOUT THE EXAM

For security reasons, examination material is not available to candidates for review. Candidates who have questions, comments, or concerns about the examinations should direct written inquiries to Pearson VUE's address provided on the [inside front cover](#) of this handbook.

In all correspondence, candidates should provide their name and address information. If questions or comments are concerning an examination already taken, candidates should also include:

- The name of the examination
- The date the examination was taken
- The location of the test center

## PEARSON VUE TESTING POLICIES

### Physical Test Center Location

The following policies are observed at each test center. **Candidates who violate any of these policies will not be permitted to finish the examination and will be dismissed from the test center, forfeiting the examination fee.**

- **No personal items are allowed in the testing room.** Personal items include but are not limited to cellular phones, hand-held computers or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats, bags, coats, books, and/or notes, pens or pencils.
- Candidates must store all personal items in a secure area as indicated by the administrator, or return items to their vehicle. All electronic devices must be turned off before storing them in a locker. **The test center is not responsible for lost, stolen, or misplaced personal items.**
- Studying **is not** allowed in the test center. Visitors, children, family, or friends **are not** allowed in the test center.
- Dictionaries, books, papers (including scratch paper), and reference materials are not permitted in the examination room and candidates are strongly urged not to bring such materials to the test center. Upon entering and being seated in the testing room, the test administrator will provide the candidate with materials to make notes or calculations and any other items specified by the exam sponsor. **The candidate may not write on these items before the exam begins or remove these items from the testing room.**
- Eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- In the case of an urgent situation, unscheduled breaks are allowed. To request an unscheduled break, the candidate **must** raise their hand to get the administrator's attention. **The exam clock will not stop while the candidate is taking a break.**
- Candidates must leave the testing room for all breaks. However, candidates **are not permitted to leave the floor or building for any reason during this time, unless specified by the administrator and the exam sponsor.** If a candidate is discovered to have left the floor or building they will not be permitted to proceed with the examination and will forfeit the exam fees.
- While taking a break, candidates are permitted to access personal items that are being stored during the exam only if necessary—for example, personal medication that must be taken at a specific time. **However, a candidate must receive permission from the administrator prior to accessing personal items that have been stored.** Candidates are **not** allowed access to other items, including but not limited to cellular phones, exam notes, and study guides, unless the exam sponsor specifically permits this.

- Any candidate discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes, from the examination room—will be summarily dismissed from the examination and will be reported to Indiana Department of Insurance (IDOI). Decisions regarding disciplinary measures are the responsibility of the IDOI.

**OnVUE Testing**

There are a few simple requirements for candidates to take an OnVUE online proctored exam:

- Quiet, private location
- Reliable device with a webcam
- Strong internet connection

For more information, please go to <https://home.pearsonvue.com/in/insurance/onvue>. The security procedures for Online exams are different from test center procedures and candidates should review these procedures before agreeing to test online.

# ENGLISH AS A SECOND LANGUAGE (ESL) REQUEST FORM



***Note: Only candidates who require additional examination time for ESL should use this form.***

Candidates who wish to request additional time for ESL should email this form to AccommodationsPearsonVUE@pearson.com or fax this form to Pearson VUE at (610) 617-9397. Please attach a letter (on official letterhead) from an instructor or employer that verifies English is your second language.

**All requests must first be approved by Pearson VUE. Candidates must wait for confirmation of the approval before scheduling an examination.**

**PLEASE PRINT CLEARLY**

Date:		
Last Name:		
First Name:		M.I.:
Address:		
City:	State:	Zip:
Daytime Telephone:		
Email address:		
Program / Examination name:		
<input type="checkbox"/> Additional time for English as a second language		
<p align="center"><b>Candidates should contact Pearson VUE with questions about additional time.</b></p> <p align="center"><b>PEARSON VUE Accommodation Requests for ESL</b> Email: AccommodationsPearsonVUE@pearson.com Fax: (610) 617-9397</p>		

# GENERAL INFORMATION

Candidates should make an exam reservation either by phone at (866) 895-0496 or online at [www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance).

Candidates also have the option to test online from home or office through OnVUE.

**CANDIDATES MAY TEST AT ANY OF OUR U.S. TEST CENTERS.**

INDIANA TEST CENTERS						
Anderson	Columbus	Fort Wayne	Kokomo	Madison	Richmond	Valparaiso
Avon	Crawfordsville	Gary	Lafayette	Marion	Sellersburg	Vincennes
Batesville	Crown Point (Merrillville)	Goshen	Lawrenceburg	Muncie	South Bend	Warsaw
Bloomington	Evansville	Indianapolis	Logansport	New Albany	Terre Haute	

*Locations and schedules are subject to change.*

**Indiana Insurance Candidates have access to our network of more than 200 company-owned sites nationwide and military sites.**

TEST CENTERS IN NEIGHBORING STATES					
STATE	CITY	STATE	CITY	STATE	CITY
<b>IL</b>	Chicago	<b>MI</b>	East Lansing	OH	Mason
IL	Marion	MI	Grand Rapids	OH	Maumee
IL	Oak Brook	MI	Marquette	OH	Moraine
IL	Schaumburg	MI	Southfield	OH	Westlake
IL	Springfield	<b>OH</b>	Copley Township		
<b>KY</b>	Lexington	OH	Gahanna		

*Locations and schedules are subject to change.*

**Find a test center by location online at**

<https://wsr.pearsonvue.com/testtaker/registration/SelectTestCenterProximity/ININS?conversationId=2857141>.

## PEARSON VUE HOLIDAY SCHEDULE

No exams on the following holidays:

New Year's Day	Memorial Day	Labor Day	Christmas Day
Martin Luther King, Jr. Day	Independence Day	Thanksgiving Day	