



# Hawaii

## Insurance Licensing

### Candidate Handbook

February 2017

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## STATE LICENSING INFORMATION

Candidates may contact the Hawaii Department of Commerce and Consumer Affairs with questions about obtaining or maintaining a license after the examination has been passed.

### Hawaii Department of Commerce and Consumer Affairs

Insurance Division 335 Merchant Street,  
Room 213 Honolulu, HI 96813  
(808) 586-2788

**Email:**

[Inslic@dcca.hawaii.gov](mailto:Inslic@dcca.hawaii.gov)

**Website**

[www.hawaii.gov/dcca/ins](http://www.hawaii.gov/dcca/ins)

## EXAMINATION INFORMATION

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

### Pearson VUE Hawaii Insurance

Attn: Regulatory Program 5601 Green Valley  
Dr. Bloomington, MN 55437  
(800) 274-2608

**Email**

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

**Website**

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

# QUICK REFERENCE

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## RESERVATIONS

### Before making an exam reservation

Candidates should thoroughly review this handbook, which contains examination content outlines and important information regarding eligibility and the examination and licensing application process.

### Making an exam reservation (details on page 4)

Candidates may make a reservation by either visiting <http://pearsonvue.com/hi/insurance> or calling Pearson VUE.

Candidates should make a reservation online or by phone at least twenty-four (24) hours before the desired examination date (unless an electronic check is used for payment, as detailed on page 5). **Walk-in examinations are not available.**

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## SCHEDULES & FEES

### Test Center locations

A partial list of test centers appears at the end of this handbook. For the most complete list of available testing locations, candidates should check the website.

Candidates should contact Pearson VUE to confirm specific locations and examination schedules.

### Exam fees

The examination fee (\$75) must be paid by credit card, debit card, voucher or electronic check **when a reservation is made**. Payment 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 5).

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## EXAM DAY

### What to bring to the exam

Candidates should bring to the examination proper identification and other materials as dictated by the state licensing agency. A complete list appears in *What to Bring* (page 7).

### 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 (as detailed at the end of this handbook), and each candidate will leave the test center with an official score report in hand.

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# OVERVIEW

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

Before taking an examination, It is highly recommended that the Hawaii Insurance handbook be reviewed, with special attention given to the content outlines, before taking the examination.

## **Individuals who wish to obtain an insurance license in the state of Hawaii must:**

**1. Be at least eighteen (18) years of age.**

For more information regarding license qualifications, application procedures, fees and forms, applicants may refer to the Web site: [www.hawaii.gov/dcca/ins](http://www.hawaii.gov/dcca/ins)

**2. Make a reservation and pay the fee.**

Make a reservation online or by phone with Pearson VUE for the examination. (*See page 4.*)

**3. Go to the test center.**

Go to the test center on the day of the examination, bringing along all required materials. (*See page 7*)

**4. Apply for a license.**

After passing the examination, apply for your license by contacting the Hawaii Department of Insurance. For more information regarding obtaining a license go to [www.hawaii.gov/dcca/ins](http://www.hawaii.gov/dcca/ins).

# INTRODUCTION

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## CONTACT INFORMATION

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

|   |  |  |
|---|--|--|
| <b>FOR EXAMINATIONS</b><br><b>Pearson VUE/Hawaii Insurance</b><br><i>Attn: Regulatory Program</i><br>5601 Green Valley Dr., Bloomington, MN 55437 |  |  |
| <b>Phone:</b> (800) 274-2608  | <b>Website:</b> <a href="http://www.pearsonvue.com">www.pearsonvue.com</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 8:00 AM through 5:00 PM Central Time, Monday through Friday, subject to change during locally designated holidays.

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

Candidates may contact the Hawaii Department of Commerce and Consumer Affairs with questions about obtaining or maintaining a license.

|   |  |  |
|---|--|--|
| <b>FOR STATE LICENSING</b><br><b>Hawaii Department of Commerce and Consumer Affairs</b><br>Insurance Division 335 Merchant Street, Room 213, Honolulu, HI 96813 |  |  |
| <b>Phone:</b> (808) 586-2788  | <b>Website:</b> <a href="http://www.hawaii.gov/dcca/ins">www.hawaii.gov/dcca/ins</a> | <b>Email:</b> <a href="mailto:Inslic@dcca.hawaii.gov">Inslic@dcca.hawaii.gov</a> |

## THE LICENSURE PROCESS

Licensure is the process by which an agency of state government or other jurisdiction grants permission to individuals to engage in the practice of, and prohibits all others from legally practicing, a particular profession, vocation, or occupation. By ensuring a minimum level of competence, the licensure process protects the general public. The state regulatory agency is responsible for establishing the acceptable level of safe practice and for determining whether an individual meets that standard.

The state of Hawaii has retained the services of Pearson VUE to develop and administer its insurance licensing examination program. Pearson VUE is a leading provider of assessment services to regulatory agencies and national associations.

## PRACTICE TESTS

Practice tests are offered exclusively online [www.pearsonvue.com](http://www.pearsonvue.com), giving candidates even more opportunity to succeed on insurance examinations. Our practice tests will not only prepare candidates for the types of questions they will see on the licensure exam, but also familiarize them with taking computer-based examinations.

Pearson VUE offers practice tests in the areas of Life, Health, and 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](http://www.pearsonvue.com).

## EXAM ELIGIBILITY

The Hawaii Department of Insurance does not require a specific program of prelicensing education, or otherwise prescreen examination candidates. Candidates may refer to *Hawaii Licensing Requirements* on page 2.

# HAWAII LICENSING REQUIREMENTS

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## GENERAL QUALIFICATIONS

- No person in this state shall act as or hold himself or herself out to be a producer or adjuster unless licensed therefore by this state.
- For the protection of the people of this state, the Insurance Commissioner shall not issue or extend any such license to any individual under eighteen (18) years of age.

## EXAMS FOR LICENSURE

Applicants for licensure as producers or adjusters are required to pass (to the satisfaction of the Insurance Commissioner) an examination that measures the applicant's qualifications and competence.

**This requirement does not apply to the following:**

1. **Applicant for limited licenses** *as provided under Section 431:9A-107.5, Hawaii Revised Statutes (HRS)*
2. **Applicants who held an insurance license in this state** *within the last two (2) year period;*
3. **An individual who applies for an insurance producer license in this state and who was previously licensed for the same lines of authority in another state shall not be required to complete examination if:**
  - a. *The person is currently licensed in another state; or*
  - b. *The application is received within ninety (90) days of the cancellation of the applicant's previous license and the prior state issues a certification that at the time of cancellation, the applicant was in good standing in that state.*

## PARTIAL TESTING

Candidates who fail only one (1) part of an examination need to retake only the part they failed. Candidates must wait at least twenty-four (24) hours before contacting Pearson VUE to make a reservation to retake an examination.

## LICENSE QUALIFICATIONS & APPLICATION PROCEDURES

For more information, regarding license qualifications, application procedures, fees and forms, applicants may refer to the Web site [www.hawaii.gov/dcca/ins](http://www.hawaii.gov/dcca/ins).

## EXAM REQUIREMENTS

The following are the examination requirements for specific licenses:

| TYPE OF LICENSE                | EXAM(S) REQUIRED       |
|--------------------------------|------------------------|
| <b>PRODUCER:</b>               |                        |
| Life                           | Life                   |
| Accident & Health              | Accident & Health      |
| Property                       | Property               |
| Personal Lines                 | Personal Lines         |
| Marine                         | Property and Casualty  |
| Casualty                       | Casualty               |
| Vehicle                        | Property and Casualty  |
| Surety                         | Property and Casualty  |
| Surety only                    | Surety only            |
| Title                          | Title                  |
| <b>LIMITED LINES PRODUCER:</b> |                        |
| Credit                         | No exam required       |
| <b>ADJUSTER:</b>               |                        |
| Adjuster                       | Adjuster               |
| Worker's Comp Adjuster         | Worker's Comp Adjuster |

**Effective February 2, 2017**, the following scores shall be required for all applicants for each examination as a qualification for licensure:

- Resident Producer.....70
- Nonresident Producer (if applicable).....70
- Adjusters.....70

## LICENSE FEES

The service is prorated to place a licensee in a particular renewal period. The current year's fee schedule may be found on the Web at [www.hawaii.gov/dcca/ins](http://www.hawaii.gov/dcca/ins).

## EXTENSION OF LICENSE

Licenses shall contain an expiration date and must be extended from time to time in order to continue to be valid. All licensees shall be notified by the Hawaii Insurance Division, at the last known mailing address of record, as extensions become due.

# EXAM RESERVATIONS

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## MAKING AN EXAMINATION RESERVATION

**Walk-in examinations are not available.** Online reservations are the most efficient way for candidates to schedule their examination. Candidates **must** go to [www.pearsonvue.com/hi/insurance](http://www.pearsonvue.com/hi/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.

Our website is optimized to work on mobile devices such as phones and tablets as pictured below.



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 (800) 274-2608 must do so at least twenty-four (24) hours before the desired examination date (unless an electronic check is used for payment, as detailed on page 5).

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

- Legal name, address, Social Security number, daytime telephone number, and date of birth
- The name of the examination(s)
- The preferred examination date and test center location (A list of test centers appears at the end of this handbook.)

## ALLOWABLE EXAM COMBINATIONS

Candidates may take up to two examinations at one session with the exception of the Adjuster and the Personal Lines examinations, which must be taken separately. Candidates who wish to take more than two examinations must schedule additional sessions.

## EXAM FEES

The examination fee (\$75) must be paid at the time of reservation by credit card, debit card, voucher, or electronic check. **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*.

### Electronic Checks

Candidates who choose to pay the examination fee by electronic check must have a personal checking account, and must be prepared to provide to Pearson VUE at the time of reservation the following information:

- Bank name
- Account number
- Routing number
- Social Security number, state-ID number or driver's license number
- Name and address on the account

Using this information, Pearson VUE can request payment from the candidate's bank account just as if the candidate had submitted an actual paper check.

Candidates paying by electronic check must register at least five (5) days before the examination date in order for their check to be processed.

### Vouchers

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at [www.pearsonvue.com/vouchers/pricelist/hiins.asp](http://www.pearsonvue.com/vouchers/pricelist/hiins.asp) by credit card either singly or in volume. 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 should call Pearson VUE at (800) 274-2608 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 a reservation without proper notice will forfeit the examination fee.** Refunds for credit/debit cards are immediate, while refunds for electronic checks and vouchers will be processed in two to three (2-3) weeks.

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

## ABSENCE/LATENESS POLICY

Candidates who are late to or absent from an examination may be excused for the following reasons:

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

**Candidates who are absent from or late to an examination and have not changed or canceled the reservation according to the *Change/Cancel Policy* will not be admitted to the examination and will forfeit the examination fee.** Written verification and supporting documentation for excused absences must be submitted to Pearson VUE within fourteen (14) days of the original examination date.

## 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 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.

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

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <http://pearsonvue.com/accommodations>, and then select your test program sponsor from the alphabetized list. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at [accommodationspearsonvue@pearson.com](mailto:accommodationspearsonvue@pearson.com).

### English as a Second Language (ESL)

Candidates for whom English is a second language (ESL) may request additional time for the examination by sending *English as a Second Language Request Form* (found in the back of this Candidate Handbook) to Pearson VUE. Candidates **MUST** include a letter from either his/her 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 special accommodation examination will be equal to 1½ times the length of the standard examination. For example, a 2 hour examination will be extended to 3 hours. **NOTE: NO OTHER accommodations will be granted for ESL, i.e. separate testing room, reader, marker, etc. These accommodations are for individuals who qualify under the Americans with Disability Act (ADA) only.**

Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (800) 466-0450.

**Candidates should NOT attempt to make an examination reservation until after they have been notified by Pearson VUE that their request for additional time has been approved.**

The approval of additional time will be for one (1) year from the date of the request for the level 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 Pearson VUE Special Accommodations that special arrangements were used for the prior examination

# EXAM DAY

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## WHAT TO BRING

### Required Materials

All candidates are required to bring identification that is deemed acceptable, listed under *Acceptable Forms of Candidate Identification*, to the test center on the day of examination.

### REQUIRED ITEMS

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.

### Acceptable Forms of Candidate Identification

Candidates must present **two (2) forms** of current signature identification. The name on the identification must exactly match the name on the registration. The primary identification must be government-issued and photo-bearing with a signature, and the secondary identification must contain a valid signature. Identification must be in English.

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

- Government-issued Driver's License
- U.S. Dept of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport cards
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)
- **Secondary ID (signature, not expired)**
- U.S. Social Security Card
- Debit (ATM) or credit Card
- Any form of ID on the Primary list

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 from the Primary ID or Secondary ID list which 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.

## EXAM PROCEDURES

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 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 including reporting the matter to the Hawaii Insurance Division. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting candidates from retaking the examination and/or denying a license.

Candidates will have an opportunity to take a tutorial on the PC 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 PC. The examination begins the moment a candidate looks at the first examination question. The time allotted for each examination is detailed at the end of this handbook. The examination will end automatically after the examination time has expired, and candidates will leave the test center with their official scores in hand.

## SCORE REPORTING

When candidates complete the examination, they will receive a score report marked “pass” or “fail.” Candidates who pass the examination will receive a score report that includes information on how to apply for a license.

Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to the general portion of the examination, as well as information about reexamination. Reservations cannot be made at the test center. **Candidates must wait 24 hours before making a reservation for reexamination.**

## REVIEW OF EXAMS

For security reasons, examination material is not available to candidates for review.

## SCORE EXPLANATION

### Scaled Score

There are multiple versions of each of the licensing examinations. These versions are known as *forms*. Although all forms of an examination are developed based on the content outlines, the difficulty of the forms of an examination may vary slightly because different questions appear on each form. To ensure that no candidate is put at an unfair advantage or disadvantage due to the particular form of an examination that he or she is given, a statistical procedure known as *equating* is used to correct for differences in form difficulty.

The passing score of an examination was set by the Hawaii Department of Commerce and Consumer Affairs (in conjunction with Pearson VUE) after a comprehensive study was completed for each examination. Raw scores are converted into scaled scores. To avoid misuse of score information, numeric scores are only reported to failing candidates. The scaled score that is reported to you is neither the number of questions you answered correctly nor the percentage of questions you answered correctly. With a passing score of 70, any score below 70 indicates how close the candidate came to passing, rather than the actual number or percentage of questions the candidates answered correctly.

## DUPLICATE SCORE REPORTS

Candidates may request a duplicate score report from Pearson VUE by completing and submitting the form in the back of this handbook.

## 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, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to the 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 concern 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

### EXAMINATION QUESTIONS

All examination questions, each form of the examination, and any other examination materials are copyrighted and are the property of Pearson VUE. Consequently, any distribution of the examination content or materials through any form of reproduction or oral or written communication is strictly prohibited and punishable by law.

## TEST CENTER POLICIES

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 (unless permitted by the exam sponsor), 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, or chewing gum, smoking and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Break policies are established by the exam sponsor. Most sponsors allow unscheduled breaks. 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 may 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 the state licensing agency. Decisions regarding disciplinary measures are the responsibility of the state licensing agency.

## EXAM SECURITY

Pearson VUE maintains examination administration and 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 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. Then, if there is sufficient cause to question the score, Pearson VUE will refer the matter to the state licensing agency, which will make the final decision on whether or not to cancel the score.

The performance of all candidates is monitored and may be analyzed statistically for the purpose of detecting and verifying fraud. If it is determined that a score has questionable validity, the Department of Commerce and Consumer Affairs will be so notified and will determine whether the candidate's scores will be released.

The examination will contain *pretest questions* on which statistical information is being collected for use in constructing future examinations. Pretest questions are mixed in with the scored questions and are not identified, nor do they affect the candidate's score.

# PREPARING FOR THE EXAM

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## CONTENT OUTLINES

Each examination is based on a detailed content outline of topics, subtopics, and references to applicable state laws, statutes and regulations. 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 in practice, state laws and regulations. These content outlines can be found at <https://home.pearsonvue.com/Publications/121201.pdf>.

## STUDY MATERIALS

Study materials may not consistently cover exactly the same topics because they may be outdated. If there is any doubt as to what to study, the outlines in the handbook take priority. Pearson VUE does not review or endorse any particular study reference materials.

### Standard Statute References

In addition to study materials, candidates may wish to consult a standard statute reference, which is available at public or law libraries. Hawaii statutes may also be ordered from:

In addition to study materials, candidates may wish to consult a standard statute reference, which is available at one of the links listed below.

References are to Insurance Hawaii Revised Statutes (HRS) and Insurance Hawaii Administrative Rules (HAR).

All Insurance Hawaii Revised Statutes can be located at the following location: <http://cca.hawaii.gov/ins/hrs/>

All Insurance Hawaii Administrative Rules can be located at the following location: <http://cca.hawaii.gov/ins/har/>”

## EXAM CONTENT

The content of the general examination is based upon information obtained from a job analysis performed 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 examination has been developed to reflect the laws, statutes, rules and regulations for the practice of insurance in Hawaii, and has been reviewed and approved by Hawaii insurance professionals.



HAWAII

# Insurance Content Outlines

# DUPLICATE SCORE REQUEST FORM

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Use this form to request that Pearson VUE send a duplicate copy of your score report to you.

**All score requests for the Hawaii Insurance program are free of charge.**

Please print or type all information on this form and either email or mail your request to Pearson VUE.

It is strongly suggested that you email your request to **[pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)**; however if you are unable to email, please mail your request to:

Pearson VUE  
**HAWAII INSURANCE**  
DUPLICATE SCORE Request  
5601 Green Valley Drive  
Bloomington, MN 55437

I hereby authorize Pearson VUE to send me at the email address below a duplicate of my score report from the insurance examination.

|               |      |
|---------------|------|
| Signature     | Date |
| Name          |      |
| Email Address |      |

If you do not have a valid email address please include your physical mailing address below.

|         |       |     |
|---------|-------|-----|
| Address |       |     |
| City    | State | ZIP |

If the above information was different at the time you tested, please indicate original information below.

|         |       |     |
|---------|-------|-----|
| Name    |       |     |
| Address |       |     |
| City    | State | ZIP |

|                        |            |
|------------------------|------------|
| Exam Taken             | Date Taken |
| Date of Birth          |            |
| Licensing Jurisdiction |            |

# ENGLISH AS A SECOND LANGUAGE (ESL) REQUEST FORM

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

Candidates for whom English is a second language (ESL) may request additional examination time. Candidates who wish to request additional time for ESL should fax this form to Pearson VUE at (610) 617-9397. Certain documentation must be faxed along with this form, as detailed on page 6 of the candidate handbook.

**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:   |  |       |
| Examination Name:  |  |       |
| <input type="checkbox"/> English as a second language  | <input type="checkbox"/> Additional time |       |
| <p><b>Candidates should contact Pearson VUE with questions about additional time.</b></p> <p><b>PEARSON VUE SPECIAL ACCOMMODATIONS/ESL</b><br/>5715 West Old Shakopee Road • Bloomington, MN 55437<br/>Phone (800) 466-0450 • Fax (610) 617-9397</p> |  |       |

# GENERAL INFORMATION

**CANDIDATES MAY CALL (800) 274-2608 TO MAKE AN EXAM RESERVATION.**

| TEST CENTER LOCATIONS |   |
|-----------------------|---|
| CITY                  | LOCATION  |
| Hilo (Hawaii)         | Monday through Saturday   |
| Honolulu (Oahu)       | 4 days a week and Saturday  |
| Lihue (Kauai)         | One Saturday per month (generally 2nd Saturday)                     |
| Kahului (Maui)        | Two Saturdays per month (generally 1st and 3rd Saturday each month) |
| Lacey (WA)            | Wednesday through Saturday  |
| Sacramento (CA)       | 2-3 days a week   |
| San Diego (CA)        | 3-4 days a week   |
| Oakland (CA)          | 2-3 days a week and Saturday  |

*Locations and schedules are subject to change.*

| AVAILABLE EXAMS |                               |               |                                 |
|-----------------|-------------------------------|---------------|---------------------------------|
| LEVEL           | EXAM                          | SECTION       | TIME ALLOTTED                   |
| 01              | Life Producer                 | General State | 1 hour 15 minutes<br>45 minutes |
| 02              | Accident & Health Producer    | General State | 1 hour 15 minutes<br>45 minutes |
| 03              | Property Producer             | General State | 1 hour 15 minutes<br>45 minutes |
| 04              | Casualty Producer             | General State | 1 hour 15 minutes<br>1 hour     |
| 55              | Personal Lines                | General State | 1 hour 30 minutes<br>1 hour     |
| 06              | Surety Producer               | One part      | 45 minutes                      |
| 09              | Workers Compensation Adjuster | One part      | 45 minutes                      |
| 14              | Adjuster                      | One part      | 2 hours 45 minutes              |
| 83              | Title Producer                | One part      | 2 hours                         |

*Any two exams may be taken during one session, except for 14 and 55, which must be taken individually.*

## 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 |               |