

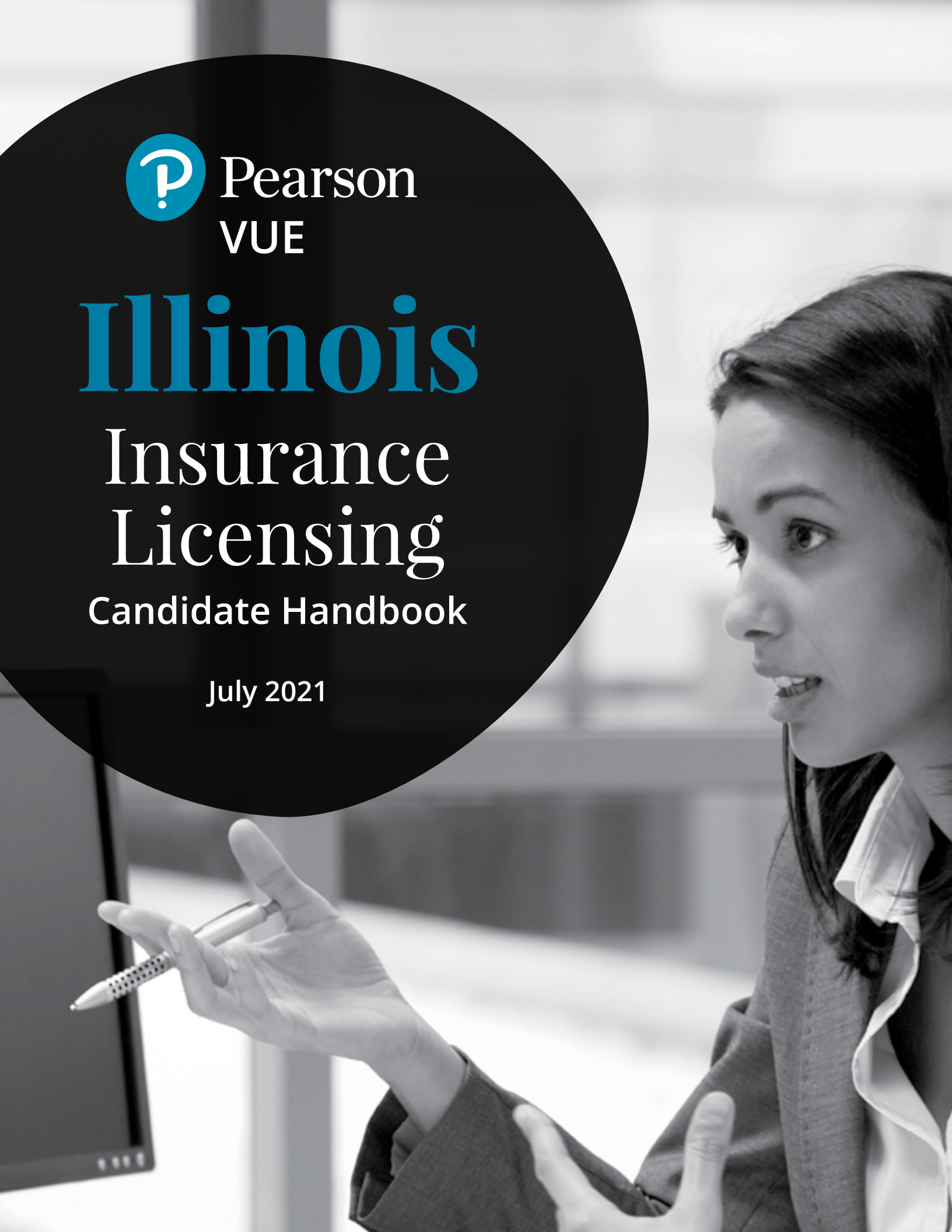


Pearson
VUE

Illinois

Insurance Licensing Candidate Handbook

July 2021



STATE LICENSING INFORMATION

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

Illinois Department of Insurance

320 West Washington Street
Springfield, IL 62767

Phone

(217) 782-6366

Website

www.insurance.illinois.gov

EXAMINATION INFORMATION

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

Pearson VUE Illinois Insurance

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

Phone

(800) 274-0402

Email

pearsonvuecustomerservice@pearson.com

Website

www.pearsonvue.com

QUICK REFERENCE

BEFORE MAKING AN EXAM RESERVATION

Candidates should thoroughly review this handbook, which contains important information regarding eligibility and the examination and licensing application process. The state of Illinois requires that candidates complete preclicensing education before taking the examination. **Illinois will not issue a license until preclicensing education is complete and on file with the Department of Insurance.**

Candidates should carefully consider whether to take an examination at a test site or online proctored (OnVUE). To make an informed choice, candidates should familiarize themselves with the policies and procedures for each option prior to registering.

Candidates may make a reservation at www.pearsonvue.com or by calling Pearson VUE.

Illinois Insurance now offers online proctoring exams

Online proctoring (OnVUE) allows you to take your certification examination securely from your home or office. With a simple check-in process, involving ID verification, face-matching technology, and a live greeter, you can test without leaving the comfort of home.

All available exams are listed in the examination table on page 7.

Illinois Insurance offers their exams in Spanish

When scheduling for an examination, candidates will be prompted to select their language preference of either English or Spanish Castilian. Spanish versions of examinations are only available for delivery at a test center. Please note that a candidate wishing to take a Spanish examination must select Test Center Examinations because Spanish examinations are not currently offered with online OnVUE delivery.

MAKING AN EXAMINATION RESERVATION

Test Center Examinations

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

Online Proctored Examinations

Candidates making reservations for an online proctored exam should allow themselves sufficient time to prepare taking the examination. There are no lead times applicable and exams can be scheduled almost immediately but are dependent upon Greeter and Proctor queues. Candidates will be kept informed as to their position in the queue.

SCHEDULES & FEES

Test Center locations

A list of test centers appears on the back cover of this handbook. A list of available examinations appears on page 6 of this handbook.

Exam fees

The fee for any examination scheduled is \$92. All fees 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* (page 5).

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 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 (as detailed on page 7). Score reports will not be printed after an examination. Instead score reports will be uploaded and will be available in the candidate's Pearson VUE account. To access the score report please log into your Pearson VUE web account.

TABLE OF CONTENTS

QUICK REFERENCE	inside front cover	EXAM DAY	8
OVERVIEW	ii	What to Bring	8
INTRODUCTION	1	Exam Procedures	9
Contact Information	1	About the Exam	9
The Licensure Process.....	1	Score Reporting.....	9
Practice Tests	1	Review of Exams	10
ILLINOIS LICENSING REQUIREMENTS	2	Score Explanation	10
Prelicensing Education.....	2	Duplicate Score Reports.....	10
Obtaining a License.....	3	Questions or Comments About the Exam	10
Electronic License Application and Instructions.....	3	Test Center Policies.....	10
New Residents of Illinois Previously Licensed in Another State.....	3	Online Proctoring (OnVUE) Policies	11
EXAM RESERVATIONS	4	Retake Requirements.....	11
Making a Reservation.....	4	APPENDIX	
Making a Test Center Reservation	4	GENERAL INFORMATION	
Making an online Proctored Reservation	4	Test Centers	back cover
Allowable Exam Combinations	4	Available Exams.....	back cover
Exam Fees.....	5	Exam Fees.....	back cover
Vouchers	5	Holiday Schedule.....	back cover
Change/Cancel Policy	5		
Absence/Lateness Policy.....	5		
Weather Delays and Cancellations	5		
Accommodations.....	6		
Translation Services	6		
Available Exams and Time Allotted.....	7		

OVERVIEW

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

It is highly recommended that the Illinois Insurance handbook be reviewed, with special attention given to the content outlines, before taking the examination. (*content outlines begin on page S1 of this handbook*)

Individuals who wish to obtain an insurance license in the state of Illinois must:

1. Complete all prelicensing education.

Complete all required prelicensing education from an approved provider. (*See page 2*).

The state does not require prelicensing education to qualify for a Public Adjuster license.

2. Make a reservation and pay examination fee.

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

3. Go to the test center.

For online proctored exams ensure your test environment meets acceptable standards and complete the necessary preparations such as System Test.

For Test Center exams go to the test center on the day of the examination bringing along all required materials. (*See page 8*)

4. Apply for a license.

After passing the examination you must wait 5 days before applying online. After 5 days please apply online for your insurance license at www.nipr.com.

5. License Information

The Illinois Department of Insurance will no longer mail paper renewal notices or licenses.

INTRODUCTION

CONTACT INFORMATION

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

FOR EXAMINATIONS Pearson VUE/Illinois Insurance 5601 Green Valley Dr., Bloomington, MN 55437		
Phone: (800) 274-0402	Website: www.pearsonvue.com	Email: pearsonvuecustomerservice@pearson.com

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/il/insurance/contact for further information.

Candidates may contact the Illinois Department of Insurance with questions about obtaining or maintaining a license.

FOR STATE LICENSING Illinois Department of Insurance 320 West Washington Street, Springfield, IL 62767	
Phone: (217) 782-6366	Website: www.insurance.illinois.gov

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 a particular profession, vocation, or occupation, and prohibits all others from legally practicing that profession. 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 Illinois 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 at 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, and even contain sample questions typical of actual state-specific questions. 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.

ILLINOIS LICENSING REQUIREMENTS

NOTE

Candidates may verify that the Department has received documentation of successful completion of prelicensing education requirements (from the education provider) by accessing the Department's Internet web site at www.insurance.illinois.gov. Candidates should access the Producer Licensing Record link and follow instructions.

PRELICENSING EDUCATION

The Illinois Department of Insurance requires that prelicensing education be completed before taking the examination. The Department of Insurance **will not** issue a license unless confirmation of completion of prelicensing education has been received by the Department of Insurance from the education provider and that it is still active. Pre-licensing must be used within 12 months from the date of completion. Meaning you must obtain an Insurance producer license while the prelicensing is active.

The state-mandated prelicensing education program is designed to prepare the candidate for the examination and his/her future insurance career. Candidates are required to present a copy of their current signed prelicense course completion certificate before they are permitted to take the examination. **Candidate must use the prelicensing education course of study to obtain an insurance producer license within 1 year of completion. Failure to use the pre-licensing education course of study to obtain an insurance producer license, will result in the candidate having to re-take the prelicensing course.**

The Department does not require candidates taking the Public Adjuster exam to complete prelicensing education before the test administration to qualify for a Public Adjuster license. Candidates with certain professional designations are exempt from the prelicensing requirement.

Candidates may contact the Department of Insurance to obtain information on state-approved prelicensing education providers or visit the Department's Web site at: <https://sbs-il.naic.org/Lion-Web/jsp/extcellookup/ProviderLookup.jsp>.

The list of exemptions is as follows:

LIFE DESIGNATIONS

CEBS	Certified Employee Benefits Specialist
ChFC	Chartered Financial Consultant
CIC	Certified Insurance Counselor
CFP	Certified Financial Planner
CLU	Chartered Life Underwriter
FLMI	Fellow Life Management Institute
LUTCF	Life Underwriting Training Council Fellow

ACCIDENT AND HEALTH DESIGNATIONS

RHU	Registered Health Underwriter
CEBS	Certified Employee Benefits Specialist
REBC	Registered Employee Benefits Consultant
HIA	Health Insurance Associate

PROPERTY AND CASUALTY DESIGNATIONS

AAI	Accredited Advisor Insurance
ARM	Associate in Risk Management
CIC	Certified Insurance Counselor
CPCU	Chartered Property and Casualty Underwriter

OBTAINING A LICENSE

The Department of Insurance will issue a license once the candidate has shown that he/she has met all the following licensing requirements.

- Complete the prelicensing education requirements as reported to the Department by an education provider
- Pass the required examination
- You must wait 5 days from taking the examination before you can apply for your license.
- After 5 days you may apply for your license at www.nipr.com.
- If required, a surety bond must be maintained in the candidate's possession

Applicants may receive further information by visiting the Department's web site at: www.insurance.illinois.gov

ELECTRONIC LICENSE APPLICATION AND INSTRUCTIONS

Candidates will complete the license application electronically on the examination system just before they begin the examination.

Candidates who pass the examination will receive a score report reflecting the responses given, as well as instructions on submitting the NAIC Uniform application to the Illinois Department of Insurance.

Those who already hold an Illinois producer license, or who have already submitted an application for a license to the Department of Insurance, need not send another application and fee when they pass an examination for additional lines. When the Department is notified that the candidate has passed the additional tests, and has been notified by the education provider that prelicensing education has been completed, it will automatically update the license record and send an amended license, which will include the additional authority.

NEW RESIDENTS OF ILLINOIS PREVIOUSLY LICENSED IN ANOTHER STATE

An individual who applies for an insurance producer license in Illinois who was previously licensed for the same lines of authority in another state shall not be required to complete any prelicensing education or examination. This exemption applies only to persons currently licensed in that state or if the application is received within ninety (90) days after the cancellation of the applicant's previous license and if the prior state issues a Letter of Clearance stating that, at the time of cancellation, the applicant was in good standing in that state.

EXAM RESERVATIONS

MAKING A RESERVATION

Online reservations are the most efficient way for candidates to schedule their examination. Candidates **must** go to www.pearsonvue.com/il/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.

MAKING A TEST CENTER RESERVATION

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) 274-0402 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, 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 on the back cover of this handbook)

MAKING AN ONLINE PROCTORED (ONVUE) RESERVATION

The same process for scheduling an examination applies to online proctored exams without the necessity to book 24 hours in advance. It is essential for a candidate to familiarize themselves with the discipline required for online proctored testing to ensure a good testing experience.

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/Test-Owner/Deliver/Online-Proctored.aspx> before you begin your online examination.

Please familiarize yourself with the disciplines expected of a candidate testing online. This would include remaining in screen view of the proctor during the entire session, workspace preparation, cell phones being placed out of reach and general candidate behaviors.

There are no unscheduled breaks in the examination therefore be prepared to commit your full time and attention during the entire examination to avoid the examination being revoked.

ALLOWABLE EXAM COMBINATIONS

Each examination is priced at \$92. Candidates are now required to take two individual examinations to obtain a license, a General examination and a State examination, candidates will receive a discount of \$92 providing that the two associated exams for the license are processed on the same order. If the General examination and State examination for a line are ordered separately the candidate will be charged \$92 for each examination. The discount only applies to 2 examinations for the same line on the same order.

All examinations, with the exception of Public Adjuster and Motor Vehicle, require two examinations to qualify for licensure.

The discount system is geared to provide candidates the opportunity to take two examinations for \$92 but the discount is limited to pairing of General and State for a major line. It is not possible to obtain a discount should a candidate schedule two examinations across two disciplines e.g. General Life exam and State Health exam.

Candidates can not only order two examinations but also take up to two examinations at one session. This is referred to as 'back to back' scheduling and can only be applied with Test Center bookings. Back to back scheduling is not supported with online proctoring (OnVUE).

Although two examinations can be processed on the same order, scheduling of the examinations are separate tasks.

EXAM FEES

The examination fee is \$92 for all exams. The 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 nontransferable, except as detailed in the *Change/Cancel Policy*. The examination fee includes the state of Illinois administrative fee (\$50 for all exams). Credit cards may be used for examination fees paid to Pearson VUE only; the Illinois Department of Insurance does not accept credit card payments.

Candidates are responsible for knowing proper examination fees.

Vouchers

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at www.pearsonvue.com/vouchers/pricelist/ilins.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 wishing to cancel or reschedule their test center examination without penalty can do so forty-eight (48) hours before the examination. Candidates can cancel or reschedule their exam online at www.pearsonvue.com/il/insurance/ or can call Pearson VUE at (800) 274-0402 forty-eight (48) hours before the examination. Candidates who wish to change or cancel a reservation with proper notice may either transfer their fees to a new reservation or request a refund. Refunds for credit/debit cards are immediate, while refunds for vouchers will be processed in 2-3 weeks. Candidates who change or cancel their reservations without proper notice will be responsible for the examination fee. **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.**

Candidates wishing to cancel or reschedule their online proctored (OnVUE) examination without penalty can do so up to the time of the examination.

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 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.

All registrations with accommodations must be rescheduled or canceled through the call center.

TRANSLATION SERVICES

Reasonable efforts will be made to locate and provide translation services to candidates who are not fluent in English. The requesting candidate is responsible for the cost of the service.

Candidates who require a translator (e.g. Spanish, Polish, or Vietnamese) should send a written request to the Pearson VUE Special Testing Coordinator at least two (2) weeks before the desired examination date.

Pearson VUE/Illinois

Attn: Special Accommodations/Translation Services
5601 Green Valley Dr., Bloomington, MN 55437

This request should include a list of at least three (3) desired examination dates. Please include the appropriate fee for the translation service you are requesting; Spanish \$490, Polish \$510, and Vietnamese \$670. This fee should be in the form of a company or agency check, certified check, or money order, made payable to "Pearson VUE." Credit card payments are not acceptable. This fee does not include the normal examination fee that must be paid at the time you make your reservation. The examination will be scheduled based on both the candidate's preference and the availability of the translator, and the candidate will be notified of the scheduled examination date. The translator will meet the candidate at the test center on the day of the examination. Additional time is not allowed.

Candidates should be aware that these fees apply only to candidates who take the examination in the Chicago area. Translation services for test centers outside this area may be more costly and take more time to arrange.

AVAILABLE EXAMS

EXAM	TEST CENTER EXAMINATIONS	TIME ALLOTTED
GEN-Life01	IL Life Producer General	85 Minutes
STATE-Life01	IL Life Producer State	50 Minutes
GEN-Health02	IL Accident and Health Producer General	80 Minutes
STATE-Health02	IL Accident and Health Producer State	55 Minutes
GEN-Prop03	IL Property Producer General	85 Minutes
STATE-Prop03	IL Property Producer State	50 Minutes
GEN-Cas04	IL Casualty Producer General	80 Minutes
STATE-Cas04	IL Casualty Producer State	55 Minutes
GEN-Pers55	IL Personal Line General	90 Minutes
STATE-Pers55	IL Personal Lines State	45 Minutes
IL-PubAdj17	IL Public Adjuster	165 Minutes
IL-MotVeh76	IL Motor Vehicle	75 Minutes
EXAM	ONLINE PROCTORED EXAMINATIONS	TIME ALLOTTED
OPGEN-Life01	IL Life Producer General - OnVUE	85 Minutes
OPSTATE-Life01	IL Life Producer State - OnVUE	50 Minutes
OPGEN-Health02	IL Accident and Health Producer General - OnVUE	80 Minutes
OPSTATEHealth02	IL Accident and Health Producer State - OnVUE	55 Minutes
OPGEN-Prop03	IL Property Producer General - OnVUE	85 Minutes
OPSTATE-Prop03	IL Property Producer State - OnVUE	50 Minutes
OPGEN-Cas04	IL Casualty Producer General - OnVUE	80 Minutes
OPSTATE-Cas04	IL Casualty Producer State - OnVUE	55 Minutes
OPGEN-Pers55	IL Personal Line General - OnVUE	90 Minutes
OPSTATE-Pers55	IL Personal Lines State - OnVUE	45 Minutes
OP-MotVeh76	IL Motor Vehicle - OnVUE	75 Minutes

NOTE: All exams offered in the Test Center are available in Spanish.

EXAM DAY

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.

- A current copy of a signed *Pre-License Course Certificate* for all exams except Public Adjuster. The original certificate is not required but the certificate must be current. Acceptable forms of a copy can be a fax, an email, or can be on a device, such as a phone. **All course completion certificates are valid for one (1) year from course completion date.** Candidates must test within one (1) year of the prelicensing education course completion date.
- Only first time candidates will be required to present their *Pre-License Course Completion Certificate* before they are permitted to take the examination. Retake candidates are not required to present their certificate.
- For online proctored (OnVUE) examinations candidates are not required to present a copy of their signed Pre-License Course Certificate. For online proctored examinations Candidates will be required to self-certify by answering / confirming at the point of scheduling that they meet the necessary Pre-License Course Certificate pre-requisite.
- Failure to evidence a Pre-License Course Certificate or making a false statement may result in the License not being granted.

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.

Suggested Materials

- Failing score report (if the candidate is retaking an examination)

Acceptable Forms of Candidate Identification for Test Center Examinations

Candidate must present **two** forms of current signature identification. 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 Drivers 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)

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), difficult or impossible to read, the candidate must present another form of identification from the Primary ID or Secondary ID list 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.

Acceptable Forms of Candidate Identification for online proctored (OnVUE)

Make sure you have a proper ID for online testing

Please remember to review any program-specific ID policies on your examinations program's homepage prior to your appointment. Restricted IDs such as U.S. military IDs are not accepted.

Translation dictionaries are not permitted in the examinations.

EXAM PROCEDURES AT TEST CENTERS

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 it 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 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 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 on page 7. The examination will end automatically after the examination time has expired, and candidates will leave the test center with their official scores in hand.

As part of the admissions procedure, a candidate may be required to confirm their Social Security Number. This is a verification process to ensure that the number matches the number that the candidate registered under and is done to ensure timely delivery of results for the production of licenses.

ABOUT THE EXAM

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 **state** examination has been developed to reflect the laws, statutes, rules and regulations for the practice of insurance in Illinois, and has been reviewed and approved by Illinois insurance professionals.

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. 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 Insurance will be so notified and will determine whether the candidate's scores will be released.

SCORE REPORTING

When candidates complete the examination, they will receive a score report uploaded to their Pearson VUE web account. It will contain details of the 'pass' or 'fail'.

Candidates are required to pass both General and State exams within a 90-day period.

The information above relating to taking two examinations reflecting General and State does not apply to the Motor Vehicle and Public Adjuster examinations, these examinations consist of both general and state specific topics within the one examination.

For candidates who fail the Public Adjusters exam the first time, the law requires that these Public Adjuster candidates must wait 7 days before rescheduling and taking the examination. For candidates who fail the Public Adjusters exam the second or subsequent times, the law requires that these Public Adjuster candidates must wait 30 days before scheduling and taking the examination after each attempt. The Public Adjuster examination is only delivered as a test center examination and not delivered through OnVUE.

Reservations for reexamination cannot be made at the test center. Candidates must wait 24 hours before making a reexamination reservation for a test center examination.

REVIEW OF EXAMS

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

SCORE EXPLANATION

The passing score for the examination is determined by the Illinois Department of Insurance. Through standardization and control, Pearson VUE ensures that no individual has an unfair disadvantage or advantage because of a particular examination format. For this reason, the passing score for all examinations is reported as a score of 70.

Examination scores range from 0 to 100, but should **not** be interpreted as the percentage or number of correct answers. With 70 as the passing score, any score below 70 indicates how close the candidate came to passing, not the actual percentage or number of questions answered correctly.

DUPLICATE SCORE REPORTS

Candidates can print duplicate score reports from their Pearson VUE web account.

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 related to the exams, scoring or score reports, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to Pearson VUE at the address provided on the inside front cover of this handbook. Candidates may also email their questions directly to Pearson VUE Customer Service at pearsonvuecustomerservice@pearson.com.

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, 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.

ONLINE PROCTORING (ONVUE) POLICIES

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/Test-Owner/Deliver/Online-Proctored.aspx> before you begin your online examination.

Please familiarize yourself with the disciplines expected of a candidate testing online. This would include remaining in screen view of the proctor during the entire session, workspace preparation, cell phones being placed out of reach and general candidate behaviors.

There are no unscheduled breaks in the examination therefore be prepared to commit your full time and attention during the entire examination to avoid the examination being revoked.

RETAKE REQUIREMENTS

With the exception of Public Adjuster and Motor Vehicles candidates are required to take and pass two examinations for their license. The General designated examination and the State designated examination. Candidates must pass both exams within 90 days.

Retake candidates are not required to present their Pre-License Course Completion Certificate.

A candidate who fails the Public Adjusters exam for the first time must wait at least seven days before rescheduling and taking the examination. A candidate who fails the Public Adjusters exam for the second time (or more) must wait at least 30 days before rescheduling taking the examination.

Candidates retaking a failed online proctored (OnVUE) exam are required to scheduled 24 hours in advance.



ILLINOIS

Insurance Content Outlines

GENERAL INFORMATION

CANDIDATES MAY CALL (800) 274-0402 TO MAKE AN EXAM RESERVATION.

TEST CENTERS	
LOCATION	SCHEDULE
Chicago	Wednesday through Saturday
Schaumburg	Wednesday through Saturday
Oakbrook	Tuesday through Saturday
Springfield	Monday through Saturday
Marion	Once a week per month
Davenport, IA	Saturday
Merrillville, IN	Wednesday, Friday and Saturday
St. Louis, MO	Once per month

Locations and schedules are subject to change.

EXAM FEES

The fee for each examination is \$92. For the major lines examinations that require candidates to pass two examinations covering general and State, a discount is offered for the two exams to be charged at \$92 providing they ordered on the same order.

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