



**STATE OF WISCONSIN**

# **INSURANCE LICENSING CANDIDATE HANDBOOK**

**SEPTEMBER 2009**

- Quick Reference  
inside front cover
- Table of Contents  
page i
- Exam Reservations  
page 7
- Exam Day:  
*What to Bring*  
page 11
- Content Outlines
- Test Center Locations  
back cover

# QUICK REFERENCE

## STATE LICENSING INFORMATION

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

### Wisconsin Office of the Commissioner of Insurance

PO Box 7872  
Madison, WI 53707-7872  
(608) 266-8699

**Web site**  
[www.oci.wi.gov](http://www.oci.wi.gov)

## EXAMINATION INFORMATION

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

### Pearson VUE Wisconsin Insurance

PO Box 8588  
Philadelphia, PA 19101-8588  
(800) 274-8979

**Web site**  
[www.pearsonvue.com](http://www.pearsonvue.com)

## 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

Candidates may make a reservation by:

- Calling (800) 274-8979
- Faxing the *Fax Reservation Form*, found in the back of this handbook, to (888) 204-6291
- Visiting [www.pearsonvue.com](http://www.pearsonvue.com)

Candidates should make a reservation by phone at least one (1) business day in advance, or by fax or on the Web at least four (4) days in advance.

**Walk-in examinations are not available.**

## 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.

### Exam fees

The examination fee (\$75 for one examination, or \$150 for two examinations in a single session), as well as the nonrefundable Department of Justice Identification Record Request fee (\$18), 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* (on page 9).

## EXAM DAY

### What to bring to the exam

It is suggested that candidates bring the confirmation number they received when they made the exam reservation. Candidates **MUST** bring proper identification, and other materials as dictated by the state licensing agency. A complete list appears in *What to Bring* (page 11).

### 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 4*), and each candidate will leave the test center with an official score report in hand.

# TABLE OF CONTENTS

<b>QUICK REFERENCE .....</b>	<b>inside front cover</b>		
<b>OVERVIEW .....</b>	<b>ii</b>		
<b>INTRODUCTION .....</b>	<b>1</b>		
Contact Information .....	1		
The Licensure Process.....	1		
Practice Tests.....	1		
<b>WISCONSIN LICENSING REQUIREMENTS .....</b>	<b>2</b>		
Procedures for Obtaining a Resident Insurance Intermediary Agent License .....	2		
Prelicensing Education .....	2		
Department of Justice Identification Record Request .....	3		
License Authorities .....	3		
Exemption from Product Knowledge Portion of Examination and/or Prelicensing Education .....	4		
Nonresident Licensure .....	4		
Available Exams & Time Allotted .....	4		
<b>APPLICATION QUESTIONS .....</b>	<b>5</b>		
<b>EXAM RESERVATIONS.....</b>	<b>7</b>		
Phone Reservations .....	7		
Telecommunication Devices for the Deaf .....	7		
Allowable Exam Combinations .....	7		
Online Reservations .....	7		
Fax Reservations .....	8		
Confirmation Number .....	8		
Exam Fees .....	8		
Electronic Checks .....	8		
Vouchers .....	8		
Change/Cancel Policy .....	9		
Absence/Lateness Policy.....	9		
Weather Delays and Cancellations .....	9		
Special Exam Accommodations.....	9		
Spanish Exams .....	10		
		English as a Second Language (ESL) .....	10
		Non-Saturday Exams.....	10
		<b>EXAM DAY .....</b>	<b>11</b>
		What to Bring .....	11
		Exam Procedures .....	11
		Score Reporting.....	12
		Review of Exams .....	12
		Score Explanation.....	12
		Duplicate Score Reports.....	12
		Test Center Policies .....	12
		Exam Security .....	13
		Equating and Scaling.....	14
		<b>PREPARING FOR THE EXAMINATION.....</b>	<b>15</b>
		Content Outlines .....	15
		Exam Content .....	15
		<b>STUDY MATERIALS.....</b>	<b>16 - 17</b>
		<b>EXAM CONTENT OUTLINES.....</b>	<b>center of handbook</b>
		<b>APPENDIX</b>	
		Fax Reservation Form.....	back of handbook
		Resident License Cover Sheet for Required Documentation .....	back of handbook
		Exemption Form From Prelicensing Requirements.....	back of handbook
		Bankruptcy Statement ....	back of handbook
		Voucher Request Form.....	back of handbook
		Duplicate Score Request.....	back of handbook
		Special Accommodations Request Form .....	back of handbook
		<b>GENERAL INFORMATION</b>	
		Test Centers .....	back cover
		Available Exams.....	back cover
		Exam Fees .....	back cover
		Holiday Schedule.....	back cover

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

It is highly recommended that the Wisconsin Insurance Licensing Candidate 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 Wisconsin must:**

### **1. Complete all pre-licensing education.**

(*See page 2 for details.*)

### **2. Assemble required documentation for inclusion with the application.**

All documents needed for “yes” answers to the application questions must be sent to the OCI with the cover sheet (OCI 11-045), found in back of handbook, via fax, mail, or in PDF format via email. (*See page 2 for additional details.*)

### **3. Make a reservation and pay the examination fee.**

Make a reservation (online, by phone, or by fax) with Pearson VUE for the examination. (*See page 7.*)

### **4. Go to the test center.**

Go to the test center on the day of the examination, bringing along all required materials. (*See page 11.*)

### **5. Apply for a license.**

After 48 hours of passing the examination, apply electronically for your license by visiting [www.sircon.com/wisconsin](http://www.sircon.com/wisconsin). Section Ins 6.59(4)(c), Wis. Adm. Code states that examination scores are valid for 30 days. Failure to apply for the license within 30 days of passing an examination will require the candidate to retake the examination.

See Wisconsin Licensing Requirements beginning on page 2 of this handbook for additional details. **Candidate may also visit the website for the Wisconsin Office of the Commissioner of Insurance for more information regarding obtaining a license at: [oci.wi.gov](http://oci.wi.gov). Application instructions also appear on passing score reports.**

## CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination. Candidates may contact the Wisconsin Office of the Commissioner of Insurance with questions about requirements for obtaining or maintaining a license.

### **FOR STATE LICENSING** **Wisconsin Office of the** **Commissioner of Insurance**

PO Box 7872  
Madison, WI 53707-7872  
(608) 266-8699 (phone)

**Website**  
[oci.wi.gov](http://oci.wi.gov)

### **FOR EXAMINATIONS** **Pearson VUE**

Wisconsin Insurance  
PO Box 8588  
Philadelphia, PA 19101-8588  
(800) 274-8979

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

## **PRACTICE TESTS**

Practice tests are offered  
exclusively online at  
[www.pearsonvue.com](http://www.pearsonvue.com).

## 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 public's right to quality services and the state's responsibility to assure the safety and welfare of its citizens are the basis upon which the licensing process is predicated. Most licensing agencies use examinations as one of several methods for determining a candidate's qualifications to practice. The purpose of an examination is to provide a measure of candidate's knowledge of the subject and thus allow them to demonstrate their qualification for licensing.

The state of Wisconsin 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](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, Accident and 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](http://www.pearsonvue.com).

# WISCONSIN LICENSING REQUIREMENTS

## PROCEDURES FOR OBTAINING A RESIDENT INSURANCE INTERMEDIARY AGENT LICENSE

Candidates should:

- **First**, complete required prelicensing education (Limited lines applicants are exempt from the prelicensing education.)
- Assemble documentation needed for any “yes” answers to the application questions listed on page 5 and 6 of this handbook. This documentation should be forwarded to OCI, at the time the electronic application is completed. Documents can be faxed to OCI at (608) 267-9451, mailed to Agent Licensing, PO Box 7872, Madison, WI 53707-7872, or sent in a PDF format to [ocialdocuments@wisconsin.gov](mailto:ocialdocuments@wisconsin.gov). Please use the cover sheet in the back of this handbook.
- Make an examination reservation. (Major lines applicants must wait to take the examination after completing all prelicensing education requirements.) Candidates should follow the procedures as detailed in the *Exam Reservation* section of this handbook.
- At the time of reservation, your name will be submitted to the Department of Justice Crime Information Bureau for a crime check. After passing an examination, the findings will be submitted directly to the OCI and are valid for 180 days.
- After 48 hours of passing the examination, apply electronically by visiting [www.sircon.com/wisconsin](http://www.sircon.com/wisconsin). **Grades are valid for 30 days. Persons who fail to apply within that 30 days will be required to retest.**
- The Office of the Commissioner of Insurance (OCI) will issue the license upon receipt of a complete electronic application from the applicant, and are satisfied that the candidate has met all examination and licensing requirements. It is imperative that you provide your full name (no nicknames), correct social security number and date of birth to the prelicensing school, to Pearson VUE, and on your electronic application to assure that all electronic records match. Licenses are generally issued within two weeks after candidates pass the examination.
- Have the insurance company appoint them with the OCI.

## PRELICENSING EDUCATION

Prelicensing education is required for all candidates applying for a license in the major lines of Life, Accident & Health, Property, Casualty, and Personal Lines P&C. Education must be completed at a school approved by the Wisconsin Office of the Commissioner of Insurance. Persons completing approved self-study prelicensing courses must pass an exam administered by the approved school to receive credit. These exams are in addition to the licensing exams required by the state of Wisconsin. The prelicensing school must electronically submit course completion data for each applicant. It is required to be banked within ten (10) days of course completion and/or successful completion of the self-study examination(s). Prelicensing education must be completed prior to taking the examination, and is valid for one year from the date of completion.

The course content provided by schools will include eight (8) hours of study of the principles of insurance, general Wisconsin insurance laws and ethics. Once these eight hours are completed, they need not be repeated for each line. Twelve (12) hours regarding policies, terms and concepts and line specific insurance law must be completed for each major line.

**These candidates are exempt from the prelicensing requirement:** Candidates applying for an examination in the limited lines of Title, Credit, or Legal Expense. Those who have completed a two-year Wisconsin technical college degree program in insurance; those with a four-year college degree in business with an emphasis on insurance; or those who hold the appropriate designations identified in Section Ins 26.04 (2) (g), (h), and (i), Wis. Adm. Code. The Exemption Form from Prelicensing Requirements (OCI 11-026) is located at the back of this handbook.

Candidates must submit the appropriate exemption certificate and official documentation. For those who are claiming a degree, the transcript must be an original, and therefore must be mailed directly to the OCI at the address identified on the form. The exemption form with other supporting documentation may be faxed to OCI at (608) 267-9451, or sent in a PDF format to [ocialdocuments@wisconsin.gov](mailto:ocialdocuments@wisconsin.gov). Please use the *Resident License Cover Sheet for Required Documentation* form located in the back of this handbook.

A list of approved prelicensing education schools is available at [www.sircon.com/wisconsin](http://www.sircon.com/wisconsin).

## DEPARTMENT OF JUSTICE IDENTIFICATION RECORD REQUEST

The OCI requires a crime check on each examination candidate. Crime checks are valid for one hundred (180) eighty days. At the time of reservation, candidates will be required to pay the examination fee plus an additional, nonrefundable \$18 for the Identification Record Request. Pearson VUE will then electronically submit the candidate information to the Department of Justice. The results of the record request will be sent directly to the OCI for review and consideration. Candidates will be required to pay the \$18 fee once every one hundred and eighty days (180).

## LICENSE AUTHORITIES

Agent license authorities can be obtained for the following lines of insurance:

### Major Lines

- Life
- Accident and Health
- Property
- Casualty
- Personal Lines P&C (this license limits the sale of P&C insurance to individuals and families for non-commercial purposes).

### Limited Lines

- Credit
- Title
- Legal Expense

Note: To sell Auto and/or Homeowner's Insurance, an agent must obtain both Property and Casualty authorities.

Additional lines of authority not requiring prelicensing education or an examination include the limited lines of Crop, Surety, Travel, and the major line of Variable Life. Information on how to obtain these qualifications is available at [oci.wi.gov](http://oci.wi.gov).

## EXEMPTION FROM PRODUCT KNOWLEDGE PORTION OF EXAMINATION AND/OR PRELICENSING EDUCATION

New Wisconsin residents applying for an original resident license and who have held a license that expired on their previous resident state **more** than 12 months ago for each of the lines for which they applied, need only take the portion of the examination that covers state law, rules and regulations (Part 2). Completion of prelicensing education would be required. At the time of examination, the candidate must inform the test center manager that the general section of the examination is being waived and only the state section is being taken.

Wisconsin residents who are reapplying for a resident license **more** than 12 months after their license was cancelled or revoked need only take the portion of the examination that covers state law, rules and regulations (Part 2). Completion of prelicensing education would be required. At the time of examination the candidate must inform the test center manager that the general section of the examination is being waived and only the state section is being taken.

New or current residents who are applying or reapplying for a resident license **less** than 12 months following license cancellation are exempt from prelicensing education and examination requirements. Log on to [oci.wi.gov](http://oci.wi.gov) to obtain the appropriate license application (OCI 11-041R).

## NONRESIDENT LICENSURE

The procedures outlined in this handbook apply to resident licensing only. To obtain information on applying for a nonresident license, candidates should contact the Office of the Commissioner of Insurance at P.O. Box 7872, Madison, Wisconsin 53707-7872; telephone (608) 266-8699 or log on to [www.sircon.com/wisconsin](http://www.sircon.com/wisconsin).

AVAILABLE EXAMS		
EXAM	SECTION	TIME LENGTH
Life	General	1 hour 15 minutes
	State	45 minutes
Health	General	1 hour 15 minutes
	State	1 hour
Property	General	1 hour 15 minutes
	State	45 minutes
Casualty	General	1 hour 15 minutes
	State	45 minutes
Personal Lines	General	1 hour 30 minutes
	State	45 minutes
Title	1 part	45 minutes
Credit	1 part	45 minutes
Legal Expense	1 part	45 minutes

# APPLICATION QUESTIONS

Candidates are required to answer the following questions on the licensing application that **must** be filed electronically. The application can be accessed after 48 hours of successfully completing the examination at [www.sircon.com/wisconsin](http://www.sircon.com/wisconsin). Candidates who answer “**YES**” to any of the questions, **must** submit copies of the listed documentation directly to OCI for consideration. Please use the *Resident License Cover Sheet for Required Documentation* form located in the back of this handbook. Applications are reviewed on an individual basis once they are received by the OCI. Decisions cannot be made prior to receipt of the completion application including all other required documentation.

1. Have you ever been convicted of a crime, had a judgment withheld or deferred, or are you currently charged with committing a crime? “Crime” includes a misdemeanor, felony or a military offense. You may exclude misdemeanor traffic citations or convictions involving driving under the influence (DUI) or driving while intoxicated (DWI), driving without a license, reckless driving, or driving with a suspended or revoked license and juvenile offenses. “Convicted” includes, but is not limited to, having been found guilty by verdict of a judge or jury, having entered a plea of guilty or nolo contendere, or having been given probation, a suspended sentence or a fine. If you answer Yes, you must provide:
  - a) a written statement explaining the circumstances of each incident,
  - b) a copy of the charging document, and
  - c) a copy of the official document which demonstrates the resolution of the charges or any final judgment.
  
2. Have you ever been named or involved as a party in an administrative proceeding regarding any professional or occupational license or registration? “Involved” means having a license censured, suspended, revoked, canceled, terminated; or being assessed a fine, a cease and desist order, a prohibition order, a compliance order, placed on probation or surrendering a license to resolve an administrative action. “Involved” also means being named as a party to an administrative or arbitration proceeding which is related to a professional or occupational license. “Involved” also means having a license application denied or the act of withdrawing an application to avoid a denial. You may **exclude** terminations due solely to noncompliance with continuing education requirements or failure to pay a renewal fee.

If you answer Yes, you must provide:

- a) a written statement identifying the type of license and explaining the circumstances of each incident,
- b) a copy of the Notice of Hearing or other document that states the charges and allegations,
- c) a copy of the official document which demonstrates the resolution of the charges or any final judgement, and
- d) a written explanation of why we should license you given this problem.

3. Has any demand been made or judgment rendered against you or any business in which you are or were an owner, partner, officer or director, or a member or manager of a limited liability company, for overdue monies by an insurer, insured or producer, or have you ever been subject to a bankruptcy proceeding? Do not include personal bankruptcies, unless they involve funds held on behalf of others. If you answer Yes, submit a statement summarizing the details of the indebtedness and arrangements for repayment, and/or type and location of bankruptcy.

If you answer Yes, complete the bankruptcy statement form in the back of the handbook and forward to OCI with all required documentation.

4. Have you ever been notified by any jurisdiction to which you are applying for any delinquent tax obligation that is not the subject of a repayment agreement?

If you answer Yes, identify the jurisdiction(s), amount due, and the date the tax was due.

5. Are you currently a party to, or have you ever been found liable in, any lawsuit, arbitration or mediation proceeding involving allegations of fraud, misappropriation or conversion of funds, misrepresentation or breach of fiduciary duty?

If you answer Yes, you must provide:

- a) a written statement summarizing the details of each incident,
- b) a copy of the Petition, Complaint or other document that commenced the lawsuit or arbitration, or mediation proceedings,
- c) a copy of the official document which demonstrates the resolution of the charges or any final judgement, and
- d) a written explanation of why we should license you given this problem.

6. Have you or any business in which you are or were an owner, partner, officer or director ever had an insurance agency contract or any other business relationship with an insurance company terminated for any alleged misconduct?

If you answer Yes, you must provide:

- a) a written statement summarizing the details of each incident and explaining why you feel this incident should not prevent you from receiving an insurance license, and
- b) copies of all relevant documents.

7. Do you have a child-support obligation in arrearage? If you answer Yes:

- a) by how many months are you in arrearage? \_\_\_\_\_
- b) are you currently subject to and in compliance with any repayment agreement?
- c) are you the subject of a child support-related subpoena/warrant?

(If you answer Yes, provide documentation showing proof of current payments or an approved repayment plan from the appropriate state child support agency.)

## PHONE RESERVATIONS

Candidates may call (800) 274-8979\* to make an examination reservation.  
**Walk-in examinations are not available.**

CUSTOMER CARE HOURS	
Monday – Friday	7 am – 10 pm
Saturday	7 am – 4 pm
Sunday	9 am – 3 pm

*Central Standard Time*

Before calling, 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 failing score report (if retaking an examination)

**Candidates will also be requested to provide the following information in order to facilitate the electronic background screening check:**

- Ethnicity DOJ/FBI standards: Asian, Black, Native American, Unknown, and White
- Gender: Male, Female, Other, Unknown

Candidates are responsible for knowing what examination they need to take. A call center representative will help candidates select a convenient examination date and location, and will answer questions. The reservation will be made based on the next available examination date.

Candidates who wish to make a phone reservation should do so at least one (1) business day before the desired examination date.

## ALLOWABLE EXAM COMBINATIONS

With the exception of the Personal Lines examination, a candidate may take up to two examinations at one examination session. Candidates who wish to take more than two examinations must schedule additional examination sessions.

## ONLINE RESERVATIONS

Candidates may make a reservation online by visiting [www.pearsonvue.com](http://www.pearsonvue.com). First-time users will be required to obtain a check-in code and will be asked to provide name, email address and phone number, as well as a personal password. Candidates will receive a check-in code immediately upon submitting the requested information.

Candidates will be prompted with step-by-step instructions on completing the online *Reservation Request Form*. Once the online request has been submitted, Pearson VUE will send via email a confirmation of the examination date, time and location, or will contact candidates whose choices are not available. Candidates may also review, change or even cancel an existing reservation after the *Reservation Request Form* has been submitted by following the instructions.

Candidates who wish to make an online reservation should do so at least four (4) days before the desired examination date.

## \*TELECOMMUNICATION DEVICES FOR THE DEAF

Pearson VUE is equipped with TDD (Telecommunication Devices for the Deaf) to assist deaf and hearing-impaired candidates. TDD calling is available 8:00 am to 5:00 pm (EST) Monday through Friday, toll-free at (866) 274-4777.

This TDD phone option is for individuals equipped with compatible TDD machinery.

## FAX RESERVATIONS

Candidates may fax the *Fax Reservation Form*, in the back of the handbook, to (888) 204-6291, 24 hours a day, 7 days a week. The completed form should be faxed at least four (4) business days before the desired examination date. A confirmation of the reservation will be returned by fax within twenty-four (24) hours of receipt of the faxed request.

## CONFIRMATION NUMBER

Candidates will be provided with a confirmation number, which should be written down in the space provided below. This number should be used for any contact with Pearson VUE.

Confirmation Number:
Examination Date:
Test Center:
Representative:

## EXAM FEES

Examination fees are \$75 for one examination, or \$150 for two examinations in a single session. The examination fee and the nonrefundable \$18 Department of Justice Identification Record Request fee 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.

### Vouchers

Candidates may pre-pay examination fees and receive a voucher. The number listed on the voucher will be accepted by Pearson VUE as payment for the examination fee. Vouchers may be purchased for one fee or many; therefore, companies may buy vouchers in bulk and distribute them to candidates as desired.

Those who wish to purchase a voucher should send a *Voucher Request Form* (found in the back of this handbook), along with proper payment. Pearson VUE will process

voucher requests within one (1) week of receipt. Vouchers are valid for one (1) year from the issue date.

## **CHANGE/CANCEL POLICY**

Candidates should call (800) 274-8979 at least two (2) business days before the examination to change or cancel a reservation. Candidates who change or cancel a reservation with proper notice may transfer the examination 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 2-3 weeks.

The Department of Justice Identification Record Request fee is nonrefundable. Candidates are individually liable for the full amount of the examination and Identification Record Request fees 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 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 test center inaccessible or unsafe, the examination may be delayed or canceled. Candidates may call (800) 274-2615 for details on cancellations during severe weather.

## **SPECIAL EXAM REQUESTS & SERVICES**

Pearson VUE complies with the provisions of the Americans with Disabilities Act (42 U.S.C. 12101 *et seq.*) and Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e *et seq.*), in accommodating disabled candidates who need special arrangements to take an examination.

Candidates who require special arrangements due to impaired sensory, manual or speaking skills, or other disability, should fax the *Special Accommodations Request Form* (found in the back of this handbook) to Pearson VUE.

The form must be accompanied by supporting documentation from a physician or other qualified professional reflecting a diagnosis of the candidate's condition and an

explanation of examination aids or modifications. Pearson VUE will provide auxiliary aids and services, except where such may fundamentally alter the examination or results, or result in an undue burden. The examination will be scheduled upon receipt of all required information by Pearson VUE.

Candidates who have additional questions concerning ADA arrangements may contact the ADA Coordinator at (800) 274-3707. However, the *Special Accommodations Request Form*, along with the required supporting documentation, **must** be submitted to Pearson VUE before any special arrangements can be finalized.

Pearson VUE will determine the time and place of specially arranged examinations and will confirm these arrangements directly with the candidate. Candidates who need to retake the examination should notify Pearson VUE that special arrangements were used for the prior examination.

Due to the unique nature of each special request, Pearson VUE recommends that candidates request special services as early as possible. Pearson VUE will make a concerted effort to provide reasonable accommodations as permitted by state licensing agencies and individual Pearson VUE test center capabilities.

## **SPANISH EXAMS**

Spanish versions of the examination are available. Candidates **must** indicate their desire to take the Spanish examination at the time of reservation (via phone reservation, fax reservation, and/or on-line reservation). If a candidate does not indicate that they want a Spanish examination at the time of reservation, changes can not be made at the test center.

## **ENGLISH AS A SECOND LANGUAGE (ESL)**

Candidates for whom English is second language may request additional time for the examination by sending the *Special Accommodations Request Form* (found in the back of this handbook). Candidates should include with this form a letter from his/her English instructor or sponsoring company (on official letterhead, if from a company) stating that English is not a primary language for the candidate. Candidates should not attempt to make a 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 the length of the authorization. Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (877) 543-5216.

## **NON-SATURDAY EXAMS**

Candidates who for religious reasons cannot take an examination offered only on Saturdays may request a non-Saturday examination date. Such a request must be put in writing on official stationery by the candidate's religious advisor and faxed to (610) 617-9397 or mailed to:

**Pearson VUE Special Accommodations**  
3 Bala Plaza West, Suite 300  
Bala Cynwyd, PA 19004

## 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.

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

### Acceptable Forms of Candidate Identification

Candidates must present **two (2) forms** of current signature identification. The primary identification must be government issued, 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 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) Card
- any form of ID on the Primary list

If the ID presented has an embedded signature that is not present (microchip), difficult or impossible to read, the candidate must present another form of identification from the primary or secondary 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 and other documentation will be reviewed and they will be photographed for the score report. Candidates taking Part II only must follow instructions on page 3 of this handbook.

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.

### REQUIRED MATERIALS

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

## 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.

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.

Once candidates are familiar with the examination unit, they may begin the examination. The examination begins the moment a candidate looks at the first question. The time allotted for each examination is detailed on *page 4*. After the examination time has expired, the examination unit will automatically turn off. 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 with instructions on how to apply for a license.

Those who fail will be given a numeric score and diagnostic information. Candidates who have failed only one part of a major line will be required to take both the product knowledge (Part 1) and the law (Part 2) portion over. All candidates will be provided with information on the next step in the licensing process.

Reservations for reexamination may not be made at the test center and candidates should have the failing score report available when they call to schedule a reexamination. **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

The passing score for the examination is determined by the Wisconsin Office of the Commissioner of Insurance. Through standardization and control, Pearson VUE ensures that no individual has an unfair disadvantage or advantage because of a particular examination format.

## DUPLICATE SCORE REPORTS

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

## 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/

personal digital assistants (PDAs) 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, PDAs, 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 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.

## **EQUATING AND SCALING**

There are multiple versions (forms) of each of the insurance licensing examinations. While all these forms are developed from the content outlines printed in this handbook, the levels of difficulty of the forms may vary slightly because different questions appear on different forms. Since it would be unfair to require a candidate taking a slightly more difficult form to answer as many questions correctly, in order to pass, as a person taking an easier form, a statistical procedure known as equating is used to correct for differences in form difficulty.

Example: It is established that a candidate must answer 30 questions correctly on Form A to pass. A slightly more difficult form, Form B, was then administered, and when equated to Form A, it was found that a candidate needed to answer only 28 questions correctly to pass. That is, 28 correct answers on Form B represent the same level of knowledge as do 30 correct on Form A. Without equating, the passing score of 30 established for Form A would have been applied to Form B and candidates who were administered Form B would have been unfairly penalized. Since a passing score of 30 on Form A corresponds to a 28 on Form B, it must be decided what score to report to the candidate.

If the number of questions answered correctly (called the "raw score") were reported to candidates, there would be a different passing score for each form. This would be very confusing. In order to keep the passing score constant for all forms, while the number of correct answers necessary for passing may vary from form to form, a second procedure called scaling is used. In the example, both a candidate with a raw score of 30 on easier Form A and a candidate with a raw score of 28 on harder Form B would receive the same scaled score, because they have each demonstrated equal amounts of knowledge.

For the insurance licensing tests, the range in which scaled scores can fall is between a low of 50 and a high of 100. These scaled scores are neither the number of questions answered correctly nor the percentage of questions answered correctly.

The examination 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.

## 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. Wisconsin offers these content outlines as part of the handbook.

**Candidates may obtain additional copies of the Wisconsin Insurance Content Outlines by either calling (888) 204-6218 or visiting [www.pearsonvue.com](http://www.pearsonvue.com).**

## 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 assures 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 Wisconsin, and has been reviewed and approved by Wisconsin insurance professionals.

Each major line examination (Life, Accident and Health, Property, Casualty, Personal Lines P&C) is given in a multiple-choice format and consists of two parts. Part 1 deals with basic insurance product knowledge. Part 2 deals with insurance laws, rules, regulations, and practices that are unique to the state.

Part 1 of each examination consists of fifty questions that count toward the score and may contain ten “pretest questions” that do not count toward the score.

The length of Part 2 of the major lines examinations can be found by referring to the content outlines in this handbook. In addition to the number of questions listed in the outlines, the examination may contain “pretest questions” which do not count toward the score. Pretest questions may account for twenty percent of the total number of Part 2 questions.

The length and format of limited lines examinations vary, but they are typically one-part examinations covering both product knowledge and state laws, rules, and regulations.

The “blueprints” from which the examinations have been constructed are the examination content outlines printed in this handbook. These content outlines list the topics covered in each examination. Candidates should be sure that the program of study covers all the topics listed in these content outlines.

# STUDY MATERIALS

The major insurance exams include questions uniform to other states in the licensing program dealing with product knowledge and questions involving the statutes and rules unique to Wisconsin. The Intermediary's Guide to Wisconsin Insurance Law has been developed by OCI as a study manual for the Wisconsin laws section of the examination. Candidates can obtain a copy for \$3.00. All orders must be prepaid. Send requests to: Office of the Commissioner of Insurance, PO Box 7872, Madison, WI 53707-7872. The Guide can also be downloaded from OCI's Web site at [oci.wi.gov](http://oci.wi.gov).

The prelicensing education is not a preparatory course for passing the examination. The intent is to provide a broad overview of insurance concepts, state laws, and ethics.

OCI has not prepared any study programs or manuals for the product knowledge questions of the examination. However, area University Centers, technical or private schools may have a course designed to prepare students for insurance testing. Candidates should contact them directly for information.

Listed below are some publications that can be used for self-study. This list is provided to assist candidates in finding self-study materials and does not constitute a recommendation or endorsement by either the Office of the Commissioner of Insurance or Pearson VUE. One preparatory course relating to the Title examination is also identified.

Candidates should contact publishers or course provider directly for further information on price and availability.

<b>CREDIT</b>
<p><b>CREDIT LIFE AND CREDIT ACCIDENT AND HEALTH INSURANCE</b> Published by: Kaplan Financial 2300 Mayfair Road #205 Wauwatosa, WI 53226 (414) 456-9040</p>

<b>LIFE AND ACCIDENT AND HEALTH</b>
<p><b>WISCONSIN LIFE AND HEALTH LICENSING MANUAL</b> Published by: Independent Insurance Agents of Wisconsin 725 John Nolen Drive Madison, WI 53713 (608) 256-4429 or (800) 362-7441 <a href="http://www.iiaw.com">www.iiaw.com</a></p>

<p><b>LIFE AND HEALTH LICENSING STUDY MANUAL</b> Published by: A.D. Banker &amp; Company 500 College Blvd, #120 Overland Park, KS 66211 (800) 866-1280 <a href="http://www.adbanker.com">www.adbanker.com</a> <a href="mailto:curriculum@mail.adbanker.com">curriculum@mail.adbanker.com</a></p>
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<p><b>LIFE AND HEALTH INSURANCE: PRINCIPLE AND PRACTICE</b> Published by: Kaplan Financial 2300 Mayfair Road #205 Wauwatosa, WI 53226 (414) 456-9040</p>
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<b>LIFE AND ACCIDENT AND HEALTH (CONT.)</b>
<p><b>GUIDE TO LIFE INSURANCE GUIDE TO HEALTH INSURANCE</b> Published by: Rough Notes Company, Inc. 1200 North Meridian Street Indianapolis, IN 46206</p>

<p><b>PATHFINDER LIFE &amp; HEALTH MANUAL</b> Published by: Pathfinder Insurance Training Institute 1033 College Park Pyramids Indianapolis, IN 46268</p>
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<p><b>PASSKEY FOR HEALTH INSURANCE LICENSING PASSKEY FOR LIFE INSURANCE LICENSING</b> Published by: Kaplan Financial 520 North Dearborn Street Chicago, IL 60610</p>
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<p><b>PENTERA LIFE AND HEALTH FUNDAMENTALS LIFE AND HEALTH FUNDAMENTALS</b> Published by: Pentera Group, Inc. 2511 E. 46th St., Suite R-7 Indianapolis, IN 46205</p>
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<p><b>LIFE &amp; HEALTH BASICS</b> Published by: Kaplan Financial 8081 Zionsville Road PO Box 68520 Indianapolis, IN 46268 (800) 428-1324 Ext. 711</p>
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<b>LIFE AND ACCIDENT AND HEALTH (CONT.)</b>
<p><b>LIFE INSURANCE PRIMER HEALTH INSURANCE PRIMER VARIABLE ANNUITIES &amp; VARIABLE LIFE INSURANCE PRIMER GENERAL INSURANCE PRIMER</b> Published by: Werbel Publishing Company, Inc. 686 Deer Park Avenue Dix Hills, NY 11746 (631) 243-0032 (800) 293-7235</p>

<p><b>LIFE &amp; HEALTH LICENSING SOURCEBOOK</b> Published by: EXAMCO, Inc. 5728 Jefferson Highway New Orleans, LA 70123 (800) 955-7055</p>
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<p><b>PRELICENSING - ACCIDENT/HEALTH AND LIFE</b> Published by: Midwest American Publishing PO Box 463 Eau Claire, WI 54702 (715) 834-3988</p>
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<p><b>TEST PREPARATION - LIFE &amp; HEALTH</b> Published by: ABLE, Inc. 11771 Kelly Road Leavenworth, KS 66048 (800) 586-2253 <a href="http://www.examsimulator.com">www.examsimulator.com</a></p>
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<b>LEGAL EXPENSE</b>
<b>TEST PREPARATION - LEGAL EXPENSE</b> Published by: Midwest American Publishing PO Box 463 Eau Claire, WI 54702 (715) 834-3988

<b>PROPERTY AND CASUALTY</b>
<b>PROPERTY AND CASUALTY LICENSING STUDY MANUAL</b> Published by: A.D. Banker & Company 500 College Blvd, #120 Overland Park, KS 66211 (800) 866-1280 www.adbanker.com curriculum@mail.adbanker.com

<b>WISCONSIN PROPERTY AND CASUALTY LICENSING MANUAL</b> Published by: Independent Insurance Agents of Wisconsin 725 John Nolen Drive Madison, WI 53713 (608) 256-4429 or (800) 362-7441 www.iiaw.com
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<b>PROPERTY/CASUALTY INSURANCE LICENSING</b> Published by: Kaplan Financial 2300 Mayfair Road #205 Wauwatosa, WI 53226 (414) 456-9040
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<b>PRELICENSING - PROPERTY AND CASUALTY</b> Published by: Midwest American Publishing PO Box 463 Eau Claire, WI 54702 (715) 834-3988
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<b>PASSKEY FOR PROPERTY/CASUALTY INSURANCE LICENSING</b> Published by: Kaplan Financial 520 North Dearborn Street Chicago, IL 60610
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<b>PROPERTY AND CASUALTY (CONT.)</b>
<b>GENERAL INSURANCE BY D.L. BICKELHAUPT 1979</b> Published by: Richard D. Irvin, Inc. 1818 Ridge Road Homewood, IL 60430

<b>STUDENT SELF STUDY GUIDE</b> Published by: Management & Risk Institute, Inc. 700 Quaker Lane PO Box 370 Warwick, RI 02887
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<b>PROPERTY &amp; CASUALTY BASICS</b> Published by: Kaplan Financial 8081 Zionsville Road PO Box 68520 Indianapolis, IN 46268 (800) 428-1324 Ext. 711
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<b>GENERAL INSURANCE PRIMER</b> Published by: Werbel Publishing Company, Inc. 686 Dear Park Avenue Dix Hills, NY 11746 (516) 243-0032
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<b>LICENSING SOURCEBOOK PROPERTY &amp; CASUALTY</b> Published by: EXAMCO, Inc. 5728 Jefferson Highway New Orleans, LA 70123 (800) 955-7055
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<b>WISCONSIN CASUALTY INSURANCE PRIMER (Audiocassette Program)</b> Published by: Legal Ease Group 1609 Glacier Hill Drive Madison, WI 53704 (608) 244-4772 or (877) 372-4348
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<b>TEST PREPARATION - PROPERTY &amp; CASUALTY</b> Published by: ABLE, Inc. 11771 Kelly Road Leavenworth, KS 66048 (800) 586-2253 www.examsimulator.com
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<b>TITLE</b>
<b>TITLES TO REAL ESTATE</b> Published by: CLEW Publications 905 University Avenue Madison, WI 53715-1005 (608) 262-3833

<b>WISCONSIN LAND TITLE ASSOCIATION PRELICENSING COURSE</b> W 4230 CTH B PO Box 873 West Salem, WI 54669 (800) 589-9582
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<b>ALTA POLICY FORMS HANDBOOK</b> Published by: American Land Title Association 1828 L Street, N.W., #705 Washington, DC 20036
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<b>WISCONSIN LAW</b>
<b>WISCONSIN INSURANCE LAW</b> Published by: Kaplan Financial 2300 Mayfair Road #205 Wauwatosa, WI 53226 (414) 456-9040

**Click here for detailed  
content outlines.**



# FAX RESERVATION FORM

Today's Date:		Time of Day:	
Candidate/Sponsor Signature:			
Last Name:			
First Name:			
Date of Birth:	Social Security Number:	Your Fax Number:	
Address:			
City:		State:	Zip: Telephone:
Test Center Code:	Exam Session: <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.		Exam Date:
1 <sup>st</sup> Exam Code:	2 <sup>nd</sup> Exam Code:	2 <sup>nd</sup> Choice: <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	2 <sup>nd</sup> Date:
School Code:	May we register you for the next exam date if your two choices are taken? <input type="checkbox"/> Yes <input type="checkbox"/> No		
May we email your confirmation? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If so, include email address:			

<b>Credit Card Payments:</b>	<b>Electronic Check Payments:</b>
<input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> AmExpress <input type="checkbox"/> Discover	Bank Name:
Card Number:	Next Available Check Number:
Expiration Date:	Account Number:
Signature:	Routing Number:
	Name/Address on Account ( <i>if different from above</i> ):

## FOR PEARSON VUE USE ONLY

Pearson VUE ID# Assigned:		
Reservation Date:	Time:	TC#:
Pearson VUE Representative:		

**Fax to Pearson VUE at (888) 204-6291.**

# RESIDENT LICENSE COVER SHEET FOR REQUIRED DOCUMENTATION



## OFFICE OF THE COMMISSIONER OF INSURANCE AGENT LICENSING SECTION

**Follow the instructions on your score report to apply for the resident license. Include this form as cover sheet for any required documentation mailed, faxed, or emailed to the Office of the Commissioner of Insurance.**

**To:** Agent Licensing Section  
Attn: Linda Goad  
PO Box 7872  
Madison, WI 53707-7872  
Fax: (608) 267-9451  
email: ocialdocuments@wisconsin.gov

**From (Name of Applicant):**

**Date of Examination:**

**Attachments (check all that apply):**

- Required documentation in response to questions 1-7 on application.
- Waiver from prelicensing education. Complete Exemption Form (OCI11-046) and include any required documentation.
- Part 2 Testing Only Documentation.

**Grades are valid for 30 days. After 48 hours of passing the examination, apply electronically by visiting [www.sircon.com/wisconsin](http://www.sircon.com/wisconsin).**

**Allow at least seven days for processing. Please do not contact the Office of the Commissioner of Insurance for a status on your license application as this will cause delays.**

**You may log on to [oci.wi.gov](http://oci.wi.gov) to determine if a license has been issued.**

# EXEMPTION FORM FROM PRELICENSING REQUIREMENTS



## OFFICE OF THE COMMISSIONER OF INSURANCE AGENT LICENSING SECTION

REF: S. INS 26.04 (2) AND (3), WIS. ADM. CODE

Signature	Social Security
<p>I hereby certify that I am exempt from the prelicensing requirement for the following reason(s):</p> <p><input type="checkbox"/> I have completed a two-year Wisconsin vocational school degree in insurance (<b>official</b> transcript attached).</p> <p><input type="checkbox"/> I have completed a four-year college degree in business with an insurance emphasis (<b>official</b> transcript attached).</p> <p><input type="checkbox"/> I am applying for an original resident license for the Life line of authority and currently hold the following professional designations or successor designations. Please check all that apply and provide evidence of current status:</p> <p>_____ Certified Employee Benefit Specialist (CEBS)          _____ Chartered Financial Consultant (ChFC)          _____ Certified Insurance Counselor (CIC)          _____ Certified Financial Planner (CFP)          _____ Chartered Life Underwriter (CLU)          _____ Fellow of the Life Management Institute (FLMI)          _____ Life Underwriter Training Council Fellow (LUTCF)</p> <p><input type="checkbox"/> I am applying for an original resident license for the Accident &amp; Health line of authority and currently hold the following professional designations or successor designations. Please check all that apply and provide evidence of current status:</p> <p>_____ Registered Health Underwriter (RHU)          _____ Certified Employee Benefit Specialist (CEBS)          _____ Registered Employee Benefits Counselor (REBC)          _____ Health Insurance Associate (HIA)</p> <p><input type="checkbox"/> I am applying for an original resident license for the Property, Casualty, or Personal Lines P&amp;C lines of authority and currently hold the following professional designations or successor designations. Please check all that apply and provide evidence of current status:</p> <p>_____ Accredited Advisor in Insurance (AAI)          _____ Associate in Risk management (ARM)          _____ Certified Insurance Counselor (CIC)          _____ Chartered Property and Casualty Underwriter (CPCU)</p> <p>The necessary documentation is attached.</p>	
Applicant's Signature	Date

# RESIDENT LICENSE BANKRUPTCY STATEMENT



## OFFICE OF THE COMMISSIONER OF INSURANCE AGENT LICENSING SECTION

If you answered "yes" to the following question on your application submit a statement summarizing the details of the indebtedness and arrangements for repayment, and/or type and location of bankruptcy.

Question #3: Has any demand been made or judgement rendered against you for overdue monies by an insurer, insured, or producer, or have you ever been subject to a bankruptcy proceeding? **ONLY INCLUDE BANKRUPTCIES THAT INVOLVE FUNDS HELD ON BEHALF OF OTHERS.**

Please provide the required information within 14 days. Failure to provide the information may result in the denial of your application. The denial would be a reportable administrative action. If you answered "yes" in error, please provide a statement identifying why you made the error.

**To:** Agent Licensing Section  
Attn: Linda Goad  
PO Box 7872  
Madison, WI 53707-7872  
Fax: (608) 267-9451  
email: ocialdocuments@wisconsin.gov

**From (Name of Applicant):**

**Date of Examination:**

**Applicant's Signature:**

**Date:**

**Attachments (check all that apply):**

1.  Personal Bankruptcy  Business Bankruptcy
2. Jurisdiction of Court, City, State \_\_\_\_\_
3. Dates of filing and discharge \_\_\_\_\_
4. Reason for bankruptcy \_\_\_\_\_
5. Were there any allegations of fraud or did anyone contest?  No  Yes
6. Did you file bankruptcy that involved funds held on behalf of others (premiums, trustfunds, security deposits, etc.)?  
 No  
 Yes If so, provide for each different fund you held:
  1. The initial amount of money.
  2. Why you had the funds.
  3. Date you received money.
  4. The amount you repaid.
  5. An explanation of why money is still owed.

COMMENTS \_\_\_\_\_  
\_\_\_\_\_



# VOUCHER REQUEST FORM

**PLEASE PRINT CLEARLY**

Date:		
Last Name:		
First Name:		M.I.:
Address:		
City:		State: Zip:
Daytime Phone:	Evening Phone:	
Email Address <i>(if you would like Pearson VUE to email the voucher number):</i>		
Payment Type: <input type="checkbox"/> Money Order <input type="checkbox"/> Company Check <input type="checkbox"/> Cashier's Check		
Amount Paid:	Number of Vouchers:	
Name of Examination:		
<p style="text-align: center;"><b>Make all checks payable to Pearson VUE and mail this form to:</b> Pearson VUE, c/o AP Voucher Program, PO Box 41508, Philadelphia, PA 19101-1508 <b>Overnight Address:</b> Pearson VUE, c/o AP Voucher Program, 3 Bala Plaza West, Suite 300, Bala Cynwyd, PA 19004</p>		

# DUPLICATE SCORE REQUEST FORM



DIRECTIONS: You may use this form to request that Pearson VUE send a duplicate copy of your score report to you. Please print all information on this form.

Please enclose a cashier's check or money order made payable to "Pearson VUE". **DO NOT SEND CASH.**

**FEE:** For scores less than one year old there is a \$10.00 charge.  
For scores one or more years old there is a \$25.00 charge.

**SEND TO:** Pearson VUE  
**WISCONSIN INSURANCE**  
DUPLICATE SCORE  
PO Box 8588  
Philadelphia, PA 19101-8588

**Amount Enclosed:** \$ \_\_\_\_\_

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

Signature	Date
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Please complete the following with your current name and address.

Name:		
Address:		
City:	State:	Zip:

Exam Taken:	Date Taken:
Date of Birth:	Confirmation Number:
Licensing Jurisdiction:	

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

Name:		
Address:		
City:	State:	Zip:

# SPECIAL ACCOMMODATIONS REQUEST FORM



Any individual who has a physical or mental impairment or limitation described as a disability under the Americans with Disabilities Act (ADA), or for whom English is a second language (ESL), may request special examination arrangements.

Candidates who wish to request special accommodations for ADA or 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 9-10.

**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:
Description of Disability:		
<input type="checkbox"/> Large-print written exam <input type="checkbox"/> Marker <input type="checkbox"/> Additional time <input type="checkbox"/> Reader <input type="checkbox"/> Separate testing room <input type="checkbox"/> Sign language interpreter		
<input type="checkbox"/> Other equipment or accommodation (please explain):		
Accommodations previously provided to you ( <i>list accommodation and purpose, such as "sign language interpreter for SAT examination"</i> ):		
Exam Code ( <i>see back cover</i> )		
<input type="checkbox"/> English as a second language		User ID (Mandatory for ESL – <i>see pg 10 for details</i> )
<b>Candidates should contact Pearson VUE with questions about special accommodations.</b> Pearson VUE Special Accommodations • 3 Bala Plaza West, Suite 300 • Bala Cynwyd, PA 19004 Phone (800) 274-3707 • TDD (866) 274-4777 • Fax (610) 617-9397		

*Note: Only candidates who require special examination accommodations should use this form.*

# GENERAL INFORMATION

**CANDIDATES MAY CALL (800) 274-8979 TO MAKE AN EXAM RESERVATION.**

TEST CENTERS		
CODE	LOCATION	SCHEDULE
5050	Elm Grove	Monday through Saturday
5051	Madison	Tuesday, Wednesday, and Saturday
5052	Green Bay	Monday through Thursday, Saturday
5053	Eau Claire	Tuesday and Saturday
5054	Wausau	Saturday
2440	Edina, MN	Tuesday through Saturday
2441	Hermantown/Duluth, MN	3 days per week

*Locations and schedules are subject to change.*

AVAILABLE EXAMINATIONS			
MAJOR LINE EXAMINATIONS			
Exam Code	Exam Name	Exam Code	Exam Name
01	Life	02	Accident and Health
03	Property	04	Casualty
55	Personal Lines & PC		
LIMITED LINE EXAMINATIONS			
Exam Code	Exam Name	Exam Code	Exam Name
29	Credit	14	Title
78	Legal Expense		

*All examinations are offered in Spanish.*

*Candidates who wish to take an examination in Spanish must indicate this at the time of reservation.*

EXAM FEES
\$75 for one exam; \$150 for two exams taken in a single session

## 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

