



STATE OF WASHINGTON

# DESIGNATED MORTGAGE BROKER AND ESCROW OFFICER CANDIDATE HANDBOOK

## AUGUST 2009

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# QUICK REFERENCE

## STATE LICENSING INFORMATION

Candidates may contact the State of Washington Department of Financial Institutions (DFI) with questions about obtaining or maintaining a license after the examination has been passed.

### State of Washington Department of Financial Institutions (DFI)

Division of Consumer  
Services/Mortgage Program  
PO Box 41200  
Olympia, WA 98504-1200  
Phone: (360) 902-8822  
Fax: (360) 664-2258

**Website**  
[www.dfi.wa.gov/cs/](http://www.dfi.wa.gov/cs/)

## EXAMINATION INFORMATION

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

### Pearson VUE Washington Department of Financial Institutions (DFI)

PO Box 8588  
Philadelphia, PA 19101-8588  
Phone: (877) 224-0237  
Fax: (888) 204-6291

**Website**  
[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 Pearson VUE at (877) 224-0237
- Faxing the *Fax Reservation Form*, found in the back of the handbook, to Pearson VUE at (888) 204-6291
- Visiting the Pearson VUE website at [www.pearsonvue.com](http://www.pearsonvue.com)

Candidates should make a reservation by phone at least one (1) business day before the desired examination date, or by fax or on the web at least four (4) business days before the desired examination date. **WALK-IN EXAMINATIONS ARE NOT AVAILABLE.**

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## SCHEDULES & FEES

### Test Center locations

A list of test centers appears on the back cover of this handbook. Candidates should contact Pearson VUE to confirm specific locations and examination schedules.

### Exam fees

The examination 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*.

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## EXAM DAY

### What to bring to the exam

Candidates should bring to the examination the User (Pearson VUE) ID number they received when they made the examination reservation, proper identification, and other materials as dictated by the state licensing agency. A complete list may be found in *What to Bring* (page 7).

### Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins to complete registration. The time allotted for the examination is on page 8 and each candidate will leave the test center with an official score report in hand.

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

Before taking an examination, it is highly recommended that the Washington Designated Mortgage Broker and Escrow Officer Candidate Handbook be reviewed, with special attention given to the content outlines. *(Content outlines can be found at the end of the handbook.)*

**Individuals who wish to obtain a license in the state of Washington must:**

**1. Make a reservation and pay the appropriate examination fee.**

Make a reservation (by phone or fax or online) with Pearson VUE for the examination. *(See page 3.)*

**2. Go to the test center to take the examination.**

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

**3. Apply for a license.**

After passing the examination, complete the application and pay the appropriate fee.

**For more information regarding obtaining a license go to [www.dfi.wa.gov/cs/](http://www.dfi.wa.gov/cs/).**

## CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or an examination, or may contact the State of Washington Department of Financial Institutions (DFI) with questions about obtaining or maintaining a license.

### FOR STATE LICENSING

#### State of Washington Department of Financial Institutions (DFI)

Division of Consumer Services/Mortgage Program

PO Box 41200

Olympia, WA 98504-1200

Phone: (360) 902-8822

Fax: (360) 664-2258

#### Website

[www.dfi.wa.gov/cs/](http://www.dfi.wa.gov/cs/)

### FOR EXAMINATIONS

#### Pearson VUE

Washington Department of  
Financial Institutions (DFI)

PO Box 8588

Philadelphia, PA 19101-8588

Phone: (877) 224-0237

Fax: (888) 204-6291

#### Website

[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 state of Washington has retained the services of Pearson VUE to help develop and administer its designated mortgage broker and escrow officer licensing examination programs. Pearson VUE is a leading provider of assessment services to regulatory agencies and national associations.

# LICENSURE REQUIREMENTS

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## **REQUIREMENTS FOR DESIGNATED MORTGAGE BROKER AND ESCROW OFFICER LICENSURE IN WASHINGTON**

### **Licensure in Washington**

Candidates who would like to become a Designated Mortgage Broker or Escrow Officer in Washington must pass the appropriate examination and apply for and be granted a license by the Washington Department of Financial Institutions.

### **General Licensing Information**

To be licensed as a Designated Mortgage Broker or Escrow Officer, applicants must:

1. Pass the appropriate licensing examination administered by Pearson VUE.
2. Complete a Washington license application and pay a license application fee, as described on the Washington Department of Financial Institutions website ([www.dfi.wa.gov/cs/](http://www.dfi.wa.gov/cs/)).
3. Provide the Washington Department of Financial Institutions with two (2) completed fingerprint cards.

## PHONE RESERVATIONS

**Walk-in examinations are not available.** Candidates may call Pearson VUE at (877) 224-0237\* to make a reservation.

CALL CENTER HOURS	
Monday – Friday	5 am – 8 pm
Saturday	5 am – 2 pm
Sunday	7 am – 1 pm

*Pacific 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 list of test centers appears at the end of this handbook)
- A failing score report (if retaking an examination)

A Pearson VUE 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 **MUST** do so at least twenty-four (24) hours before the desired examination date.

## ONLINE RESERVATIONS

Candidates may go to [www.pearsonvue.com](http://www.pearsonvue.com) to make an online reservation for an examination. Under *Test Taker Services*, candidates should choose *Real Estate, Appraisers, Mortgage & Loan* in the first column, and then *Washington Department of Financial Institutions (DFI)* in the second column. First-time users can create an account by clicking on *Exam Registration – Create Account*. The candidate will need to fill in all required fields, which are listed in **BOLD**, on the online form in order to create an ID and be assigned a password. Step-by-step instructions will follow on how to make a reservation for an examination.

Candidates who wish to make an online reservation **MUST** do so at least twenty-four (24) hours before the desired examination date.

## FAX RESERVATIONS

Candidates may fax the *Fax Reservation Form* (from the back of this handbook) to Pearson VUE at (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.

### **\*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 7:00 am to 4:00 pm (CST) Monday through Friday, toll-free at (866) 274-4777.

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

## PEARSON VUE ID NUMBER

Candidates will receive a User (Pearson VUE) ID number and password, which they should write down in the space provided below. This number should be used for any contact with Pearson VUE.

User (Pearson VUE) Number:
Examination Date:
Test Center:
Pearson VUE Representative:

## EXAM FEES

The Mortgage Broker examination fee is \$52 and the Escrow Officer examination fee is \$168. The examination 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*.

## VOUCHERS

Candidates may pre-pay examination fees and receive a voucher to use when they contact Pearson VUE to make an examination reservation. 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.

## ELECTRONIC CHECKS

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

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

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.

## CHANGE/CANCEL POLICY

Candidates should call Pearson VUE at (877) 224-0237 at least forty-eight (48) hours before the examination to change or cancel a reservation. Candidates who change or cancel a reservation with proper notice may either transfer the fee to a new reservation or request a refund. **Candidates who change or cancel their reservations without**

**proper notice will forfeit the examination fee.** Refunds for credit/debit cards are immediate, while refunds for electronic checks and vouchers will be processed in 2-3 weeks.

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

## **ABSENCE/LATENESS POLICY**

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

- Illness of the candidate or 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. Written verification and supporting documentation can be sent by fax to (888) 204-6291 or mailed to the following address:

**Pearson VUE—Washington Department of Financial Institutions**  
PO Box 8588, Philadelphia, PA 19101-8588

## **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 Pearson VUE at (800) 274-2615 for details on delays and 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 examination 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 an examination should notify Pearson VUE that special arrangements were used for the previous 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 test center capabilities.

### **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**

Non-Saturday examinations are available only on a prearranged basis.

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

Candidates for whom English is a 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.** Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (800) 274-3444, extension 5391.

**\* Escrow Candidates see RCW 18.44.195 (2) (a).**

## 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 have changed their names must provide written documentation of the change. This documentation may be a copy of a marriage license, divorce decree, or other official document.

**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

It is suggested but not required that the following materials be brought to the test center on the day of examination:

- The User (Pearson VUE) ID number provided when the reservation was made
- Failing score report (if the candidate is retaking an examination)
- Calculator (see *Test Center Policies* on page 10 for calculator specifications)

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

#### 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), or is difficult or impossible to read, the candidate must present another form of identification from the primary or secondary 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.

### REQUIRED MATERIALS

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

## 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 he/she will be photographed for the score report.

If the *Candidate Rules Agreement* is not followed and/or cheating or tampering with the examination is suspected, the incident will be reported as such and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting the candidate from retaking the examination.

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 PC, they may begin the examination. The examination begins the moment a candidate looks at the first examination question. Candidates will have the following time allotted for the exam: **3.5 hours for a Designated Mortgage Broker** examination or **3 hours for an Escrow** examination. After the examination time has expired, the examination will automatically end. Candidates will leave the test center with their official score reports in hand.

## SCORE REPORTING

When candidates complete the examination, they will receive a score report marked "pass" or "fail." Candidates who pass the examination will receive a score report that includes information on how to apply for a license. Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information, as well as information about reexamination. Reservations for reexamination are not made at the test center, and candidates must wait twenty-four (24) hours before making one. Additional information may be found in the *Requirements for Retaking the Exam* section on page 9.

## EQUATING AND SCALING

There are multiple versions (forms) of each examination. While all these forms are developed from the content outlines, 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 as a candidate 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 correctly answer 75 questions to pass Form A of an examination. When slightly more difficult Form B was compared to Form A, it was discovered that 73 correct answers on Form B represent the same level of knowledge as do 75 correct on Form A. Through equating, it can be determined that a passing score of 75 on Form A corresponds to a 73 on Form B.

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. 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, a candidate with a raw score of 75 on Form A and a candidate with a raw score of 73 on more difficult Form B would receive the same scaled score, because they each demonstrated equal amounts of knowledge.

For the Designated Mortgage Broker and Escrow Officer examinations, the range in which scaled scores can fall is between a low of 0 and a high of 100. **These scaled scores are neither the number nor the percentage of questions answered correctly.**

## SCORE EXPLANATION

The passing score of an examination is set by the Washington Department of Financial Institutions. The reported examination scores can range from 0 to 100, but they should not be interpreted as the percentage or number of examination questions answered correctly.

PASSING SCALED SCORES	
Designated Mortgage Broker	75
Escrow	75

## REVIEW OF EXAMS

For security reasons, examination material is not available to candidates for review. Candidates who have questions, comments, or concerns about the examinations, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to the address provided on the inside front cover of this handbook.

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

- (1) the name of the examination
- (2) the date the examination was taken
- (3) the location of the test center
- (4) the Pearson VUE ID number

## 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 fee.

## REQUIREMENTS FOR RETAKING AN EXAM

Candidates must wait at least twenty-four (24) hours before making a reservation for reexamination. Candidates who fail the Mortgage Broker examination three (3) consecutive times must wait at least fourteen (14) days before making a reservation for reexamination. Candidates taking the Escrow examination may retake the examination as many times as necessary.

## 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 the following: 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.
- **Calculators are permitted only if they are silent, hand-held, nonprinting, and without an alphabetic key pad.** Examples of acceptable calculators are the HP12C, HP10B, and HP17B. Calculator malfunctions are not grounds for challenging examination results or requesting additional examination time.  
**NOTE: Calculators are NOT provided by the test center staff.**
- 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 his/her 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 he/she 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.

## HOW TO PREPARE FOR THE EXAM

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The Designated Mortgage Broker exam contains 125 questions and ten (10) pretest questions. The Escrow exam contains 100 items and five (5) pretest questions. Pretest questions are NOT counted toward the score. These questions are used to gather statistics on performance and to help assess appropriateness for use on future examinations. Since pretest questions look exactly like questions that are scored, candidates should answer all the questions on the examination.

Examination scores are based on the number of questions answered correctly. Candidates who are uncertain about the correct answer to a question may be able to eliminate one or more of the answer choices as incorrect. It is always better to guess at the correct answer than to not answer a question because there is no penalty for incorrect answers.

### CONTENT OUTLINES

Each examination is based on a detailed content outline of topics, subtopics, and references to applicable state laws, statutes, and regulations. Content outlines are updated periodically to reflect changes in practice, state laws, and regulations. The Washington Department of Financial Institutions offers these content outlines as part of the handbook.

Candidates may check for updates of the Washington Mortgage and Escrow Content Outlines by visiting the Pearson VUE website ([www.pearsonvue.com](http://www.pearsonvue.com)).

### STUDY GUIDE

**The Washington Loan Originators & Designated Mortgage Brokers Study Guide is no longer available.**

**[Click here for detailed  
content outlines.](#)**



# FAX RESERVATION FORM

**PLEASE PRINT**

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:	Daytime Telephone:
<b>Available Tests</b>			
<input type="checkbox"/> Designated Mortgage Broker <input type="checkbox"/> Escrow			
Test Center Code <i>(listed on back cover)</i> :			
<b>Exam Session</b>		<b>Exam Date</b>	
1 <sup>st</sup> Choice: <input type="checkbox"/> am <input type="checkbox"/> pm		1 <sup>st</sup> Choice:	
2 <sup>nd</sup> Choice: <input type="checkbox"/> am <input type="checkbox"/> pm		2 <sup>nd</sup> Choice:	
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 #:	Next Available Check #:
Expiration Date:	Account #:
Signature:	Routing #:
	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.**



# 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 \$30.00 charge.

**SEND TO:** Pearson VUE  
**WASHINGTON DFI — MORTGAGE/ESCROW PROGRAM**  
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 examination.

Signature	Date
-----------	------

Please complete the following with your current name and address.

Name:		
Address:		
City:	State:	Zip:

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

Name:		
Address:		
City:	State:	Zip:

Exam Taken:	Date Taken:
Date of Birth:	Pearson VUE ID Number:



# VOUCHER REQUEST FORM

**PLEASE PRINT CLEARLY**

Date:		
Last Name:		
First Name:		M.I.:
Address:		
City:		State: Zip:
Daytime Telephone:		Evening Phone:
Email Address (if you would like Pearson VUE to email the voucher#):		
Payment Type: <input type="checkbox"/> Money Order <input type="checkbox"/> Company Check <input type="checkbox"/> Cashier's Check		
Name of Examination:		
<p style="text-align: center;"><b>Make all checks payable to Pearson VUE.</b> <b>\$52 for the Designated Mortgage Broker examination or \$168 for the Escrow examination.</b> <b>Mail this form to the following address:</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>		

# 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 pages 5 and 6. **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> ):			
<input type="checkbox"/> English as a second language			
<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 (877) 224-0237 TO MAKE AN EXAM RESERVATION.**

TEST CENTERS		
CODE	LOCATION	SCHEDULE
4813	Wenatchee, WA	4th Saturday of the month
4814	Lacey, WA	Tuesday through Saturday
4815	Kennewick, WA	Saturday
4816	Tukwila/Seattle, WA	Tuesday through Saturday
4817	Spokane, WA	Tuesday through Saturday
4818	Vancouver, WA	Wednesday through Saturday
4819	Yakima, WA	Saturdays and one Friday per month
4820	Everett, WA	Tuesday through Saturday

Locations and schedules are subject to change.

EXAM INFORMATION						
NAME	LEVEL	NUMBER OF SCORED QUESTIONS	NUMBER OF PRETEST QUESTIONS	TOTAL NUMBER OF QUESTIONS	EXAM TIME	FEES
Designated Mortgage Broker	DMB	50	5	55	1.5 hours	\$52
Escrow Officer	EO	110	5	115	3 hours	\$168

## 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

