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Arkansas INSURANCE LICENSING Candidate Handbook

February 2013

QUICK REFERENCE

STATE LICENSING INFORMATION

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

Arkansas Insurance Department
1200 West Third Street
Little Rock, AR 72201-1904
(501) 371-2750
(501) 371-2618 (fax)
Website
www.insurance.arkansas.gov

EXAMINATION INFORMATION

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

Pearson VUE Arkansas Insurance
Attn: Regulatory Program
5601 Green Valley Dr.
Bloomington, MN 55437
(888) 204-6259
Pearson VUE Processing Center
University Towers
1123 South University Avenue,
Suite 915
Little Rock, AR 72204
Email
pearsonvuecustomerservice@pearson.com
Website
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 (details on page 5)

Candidates may make a reservation by:

- Visiting www.pearsonvue.com
- Calling Pearson VUE

Candidates **must** make a reservation by phone at least one (1) business day before the desired examination date. **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

Fees vary by examination type (as detailed on the back cover of this handbook). Fees for the first examination attempt must be sent with the license application; fees for subsequent attempts must be paid by credit card, debit card, voucher or electronic check. Payment will not be accepted at the test center. Examination fees are non-refundable and non-transferable.

The examination fee (as detailed on the back cover) 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* (page 6).

EXAM DAY

What to bring to the exam

Candidates should bring to the examination proper identification and other materials as dictated by the state licensing agency. A complete list appears in *What to Bring* (page 8).

Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins to complete registration. The time allotted for the examinations is detailed on page 12, and each candidate will leave the test center with an official score report in hand.

A Message from the State Insurance Commissioner

Dear Insurance Producer Candidate:

I congratulate you on your decision to consider insurance as a viable career option. You may be interested in knowing the insurance industry in the State of Arkansas generates more than \$9 billion in annual premium.

If you decide that becoming a Producer is the right choice for you, you will be happy to know that thousands more have made that decision as well. It is where I got my start in business. There are more than 1,500 companies licensed in Arkansas and there are more than 70,000 producers licensed to sell insurance in the state.

I know you will find the License Division of the Arkansas Insurance Department very helpful to you as you pursue your quest to engage in the business of insurance. The professionals in this Division are extremely knowledgeable about the licensing process and will assist you as you acquire your various licenses and renewals.

Again, congratulations on what I believe you will discover is a great career choice. The Arkansas Insurance Department looks forward to working with you.

Best regards,

Jay Bradford

INSTRUCTIONS FOR COMPLETING A LICENSE APPLICATION

Certain information requested on the application is required and must be complete before the application will be processed. Requested information that is not required and does not apply to the applicant may be answered "N/A." For example, an e-mail address is requested but it is not required, and candidates may either provide one or answer "N/A." If the Department has your e-mail address, we can send e-mail notices of important changes to laws and rules that govern your license.

Since the application is a legal document, corrections should be made by drawing one line through the incorrect information. Applicants may not scratch out information or use liquid paper. **Illegible applications will be returned unprocessed.**

All of the following information is required.

Page 1:

1. Social Security number
2. If assigned, National Producer Number
3. If applicable, NASD Individual Central Registration Depository (CRD) Number
4. Are you affiliated with a financial institution/bank?
- 5., 6. Last Name, First Name
8. Date of Birth
9. Resident/Home Address (This must be a physical address and not a P.O. Box.)
- 11.,12.,13. City, State and ZIP
15. Home phone number
16. Gender
17. Are you a citizen of the United States? If you are not a citizen, enter country of citizenship and attach a copy of your permit to live and work in the United States.
29. Applicant's mailing address (If mail received at physical address; otherwise enter N/A)
30. Enter P.O. Box (If mail not received at P. O. Box, enter N/A)
- 31.,32.,33. City, state and ZIP
35. Assumed Business Name/Trade Name; Should bge entered If you will use an assumed business name.
36. Agency or business entity affiliation (Completing this field will not put you on an agency license. The agency must submit an additional form #AID-LI-UBE-ADD and fee. The form can be found on the Department's Web site (www.insurance.arkansas.gov) under License Division then License Forms.)
37. Employment History. A full 5 years' employment history is required and the dates must be consistent. Begin with the present, work backwards, including unemployment, military service, or full time education. If more space is needed, continue on a piece of paper and attach to the application.

Page 2 and 3:

38. Type of License (Should be "Producer")
38. Check the Lines of Authority. There are two types of Property Casualty (Multi-Line) lines of authority. One includes Commercial Line and Personal Lines coverages. Personal Lines (only) does not include commercial lines. If you take Personal Lines (only) you will not be able to sell commercial coverages unless you retest.
- 38(a). Have you ever or are you currently licensed as agent, producer, consultant, or broker in Arkansas? If yes, list the dates and type of license.
- 38(b). Have you ever or are you currently licensed as agent, producer, etc. in another state? (If you have been licensed in another state in the last 5 years, include a clearance letter from the state.)

Page 2 & 3:

Required Documentation

If you answer any of the questions (39.1 -39.7) yes, you must attach a statement detailing what occurred and the outcome of the occurrence.

The application indicates what additional documentation is required with the exception of 39.7, and if you answer yes, attach a statement regarding the reason for the arrearage and documentation from Child Support Enforcement showing your current status of arrearage and a record of payments made.

Page 3 ; Item 40:

The application must be dated and signed with your full legal name. Do Not print. It must be a wet signature and not a stamp. The next line must contain your full legal name, printed or typed.

Questions regarding the completion of an application should be addressed to the Pearson VUE Processing Center at (501) 663-2878 or to the Arkansas Insurance Department License Division at (501) 371-2750.

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

It is highly recommended that the Arkansas Insurance 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 Arkansas must:

1. Fulfill prelicensing education requirements.

Applicants must possess a certificate of completion of prelicensing education before they may take the licensing examination. *(See page 2)*

2. Apply for a license.

Before taking an examination, apply for your license by contacting Pearson VUE at (501) 663-2878.

For more information regarding obtaining a license go to www.insurance.arkansas.gov.

3. Make a reservation and pay examination fee.

Make a reservation (by phone or online) with Pearson VUE for the examination. *(See page 5)*

4. Go to the test center.

Go to the test center on the day of the examination, bringing along all required materials. *(See page 8)*

CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or an examination, or may contact the Arkansas Insurance Department with questions about obtaining or maintaining a license.

<p>FOR EXAMINATIONS Pearson VUE/Arkansas Insurance <i>Attn: Regulatory Program</i> 5601 Green Valley Dr. Bloomington, MN 55437 Phone: (888) 204-6259</p>
<p>Pearson VUE Processing Center University Towers 1123 South University Avenue, Ste.915 Little Rock, AR 72204</p>
<p>Website: www.pearsonvue.com Email: pearsonvuecustomerservice@pearson.com</p>
<p>FOR STATE LICENSING Arkansas Insurance Department 1200 West Third Street Little Rock, AR 72201-1904 Phone: (501) 371-2750 Website: www.insurance.arkansas.gov</p>

PRACTICE TESTS

Practice tests are offered exclusively online at 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 Arkansas 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.

EXAM ELIGIBILITY

The Arkansas Insurance Department requires a specific program of prelicensing education for candidates seeking licensure in Life, Health, Multi-Line, and Personal Lines insurance. Candidates should refer to *State Licensing Requirements* on page 2.

PRACTICE TESTS

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

Pearson VUE offers practice tests in the areas of Life, Health, and Property and Casualty that contain questions developed by subject matter experts using concepts found in the general portion of the licensure examination. 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.

STATE LICENSING REQUIREMENTS

LICENSURE IN ARKANSAS

Applicants who would like to transact insurance business as an insurance producer in Arkansas must fulfill prelicensing education requirements, apply for a license (by completing a license application), pass the appropriate examination, and be appointed by an insurance company.

Applicants must possess a certificate of completion of prelicensing education before they may take the licensing examination. The specific form required varies depending on the line of insurance, as follows:

FORM NAME	LINE OF INSURANCE
Appendix 3A	Life
Appendix 3B	Accident, Health, Sickness
Appendix 3C	Property/Casualty (Multi-Line including commercial lines)
Appendix 3D	Property
Appendix 3E:	Property/Casualty (Personal Lines only; no commercial lines)

LICENSE APPLICATIONS

Applicants may obtain license applications online www.insurance.arkansas.gov, or by calling (501) 663-2878. Instructions for completing the application appear on page ii of this handbook, on the reverse of the Commissioner's message.

RESIDENT LICENSE APPLICATION PROCEDURES

- Applicants should review this handbook and the latest examination content outline supplement.
- Applicants may wish to go to the library to review a standard statute reference for Arkansas. Statutes are also available from the office of the Secretary of State for Arkansas.
- Applicants should submit the appropriate Arkansas license application, along with any required supporting documentation and the application fee, to the Pearson VUE Processing Center at the address shown on page 1. Applicants must apply before actually taking the examination. The application fee is reflected on the chart on page 3 and must be in the form of a money order, certified check, insurance company check, or cashier's check. Personal checks, credit cards, and cash will not be accepted. Application fees are **nonrefundable** and **nontransferable**.
- Applicants must provide a clearance letter if they hold a license from another state and are moving to Arkansas. They should contact the Arkansas Department of Insurance to determine whether or not they must take an examination.
- Applicants must make a reservation for the appropriate examination.
- Applicants must present the required documentation at the test center and pass the examination.

NONRESIDENT LICENSE APPLICATION PROCEDURES

Information on obtaining a nonresident license is available on the Arkansas Insurance Department's Web page at www.insurance.arkansas.gov, or by calling the Department at (501) 371-2750.

SURPLUS LINES EXAM/LICENSING REQUIREMENTS

Applicants must:

- Be currently licensed with Multi-line authority (Property, Casualty, and Surety) in Arkansas or another state for at least three (3) years
- File the required surety bond in the amount of \$50,000
- Be deemed by the Commissioner to be competent and trustworthy
- Complete and submit the proper application form AID-LI-SLB (2/05) and license fee to the Commissioner's designee* (Pearson VUE)
- Pass the Arkansas Surplus Lines examination

**The Surplus Lines application form requires documentation of the applicant's affiliation with a licensed Arkansas broker firm or corporation. Applicants may obtain this form by calling (888) 204-6259.*

Application Fees

Applicants affiliated with a licensed Arkansas broker firm or corporation	\$1099 (\$1000 Licensing fee payable to Arkansas Insurance Department; \$99 exam fee payable to Pearson VUE)
Retesting Fee (all Surplus Lines Examinations)	\$72

REVIEW OF APPLICATIONS AND ISSUANCE OF EXAM PERMITS

Applications received by Pearson VUE will be reviewed for completeness and eligibility. Incomplete applications will be returned to the applicant with a request for completion. Application fees will not be refunded.

Applications that do not meet Department guidelines will be referred to the Arkansas Insurance Department, which will review and approve or decline applications. Applicants whose applications are approved by the Department will receive an examination permit from Pearson VUE. Applicants whose applications are declined will receive notification directly from the Arkansas Insurance Department. Application fees will not be refunded to applicants whose applications are disapproved.

Pearson VUE and the Arkansas Insurance Department will make every attempt to process all applications promptly. However, peak periods of application activity and the review of incomplete and/or ineligible applications may cause delays. In most cases, all applicants should receive written instructions from Pearson VUE within five (5) business days. Applicants who do not receive information within 7 to 10 business days may call (501) 663-2878 with questions.

APPOINTMENT REQUIREMENTS

The state of Arkansas issues a permanent producer license. Licensees are required to carry this license and maintain accurate records of the insurance companies that have appointed them. An insurance company has fifteen (15) days to submit the producer's appointment to the Arkansas Department of Insurance. This 15-day submission will begin either from the day the insurance company signs a contract with the producer, or, upon the insurance company's receipt of the first piece of business from the producer.

A licensee who receives a permanent producer license should advise each company he/she wishes to represent of his/her qualifications and standing and ask for

appointment. Arkansas insurance companies are required to submit the *Arkansas Request for Appointment* form for each producer they certify.

All appointments, Life and/or Health authorities, Property and Casualty are renewed annually on June 1. The payment of the appointment renewal fee is the responsibility of the insurance company.

AMENDED/CHANGED AUTHORITY

Insurance companies must send a new *Arkansas Request for Appointment* form for any producer whose authority is amended or changed. Fees for amending or changing authority are the same as for appointment (shown above).

TERMINATIONS

If an insurance company wishes to terminate a producer or agency, the *Arkansas Request for Company Cancellation* form (I-71) is required. The form is submitted at the time of termination, and a \$10 fee is required for each termination.

ADMINISTRATIVE SUPPORT SERVICES

The Arkansas Insurance Department will provide home state certification, clearance letters, or printouts of a producer's record. All administrative services requests must be forwarded to the Arkansas Insurance Department with the producer's name and Social Security number or license number. Fees vary. Producers may contact the Insurance Department for a current listing of these fees.

CHANGE OF NAME OR ADDRESS

Producers must report any change in address or name to the Arkansas Insurance Department within thirty (30) days of the change. Address changes can only be made by using the change of address form (which can be found at www.insurance.arkansas.gov under *License Division / License Forms*), by email. **Phone requests will not be accepted.**

CHANGE OF AGENCIES

The Arkansas Insurance Department should be notified immediately if the producer changes agencies.

RETAKE REQUIREMENTS

- Candidates must retake the examination within ninety (90) days of the date of issuance of the original examination permit.
- Candidates may take the examination(s) a maximum of three (3) times within the ninety (90) day permit period.
- Candidates who fail the examination on the third attempt must wait four (4) weeks before retaking the examination, regardless of the status of their examination permit. This waiting period applies after every third unsuccessful attempt.
- Candidates who do not pass the examination within ninety (90) days, or who do not pass the examination after three attempts, **must** send an application and application fees to Pearson VUE.

PHONE RESERVATIONS

Walk-in examinations are not available. Candidates may call Pearson VUE at (888) 204-6259 to make an examination reservation.

CALL CENTER HOURS	
Monday – Friday	7 a.m. – 10 p.m.
Saturday	7 a.m. – 4 p.m.
Sunday	9 a.m. – 3 p.m.

Central 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 (a list appears on the back cover of this handbook)
- A failing score report (if retaking an examination)

Candidates are responsible for knowing which examination they need to take. 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 should do so at least one (1) business day before the desired examination date.

ALLOWABLE EXAM COMBINATIONS

Candidates may take up to two examinations at one examination session, except adjusters, who may take three examinations at one session. Candidates who wish to take more than two examinations must schedule additional examination sessions.

EXAM FEES

The fee for the first examination attempt is included in the application fee. Fees for successive attempts are detailed on the back cover and 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
- Bank Routing Number
- Social Security number, state-ID number or driver's license number
- Name and address on the account

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

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

Vouchers

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at www.pearsonvue.com/vouchers/pricelist/arins.asp by credit card either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate voucher as the payment method and provide the voucher number.

All vouchers are pre-paid. Vouchers are non-refundable and non-returnable.

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

CHANGE/CANCEL POLICY

Candidates should call (888) 204-6259 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.**

Candidates are individually liable for part of the examination fee once a reservation has been made, whether 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 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 forfeit the examination fee. Written verification and supporting documentation for excused absences must be submitted to Pearson VUE within fourteen (14) days of the original examination date.

WEATHER DELAYS AND CANCELLATIONS

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

ACCOMMODATIONS

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

Test accommodations may include things such as:

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

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

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

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

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.

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 with newly-issued examination permits must also bring certification of completion of prelicensing education (detailed in *Licensure in Arkansas* on page 2)
Candidates retaking an examination must also bring certification of completion of prelicensing education (if retaking the Life, Health, Personal Lines, and/or Multi-Line examination)

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

Suggested Materials

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

Acceptable Forms of Candidate Identification

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

Primary ID (photograph and signature, not expired)

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

Secondary ID (signature, not expired)

- U.S. Social Security Card
- Debit (ATM) or Credit card
- Any form of ID on the Primary list

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

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

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.

If the *Candidate Rules Agreement* is not followed and/or cheating or tampering with the examination is suspected it will be reported as such, and the appropriate action

will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting candidates from retaking the examination and/or denying a license.

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

Candidates may begin the examination once they are familiar with the PC. The examination begins the moment a candidate looks at the first examination question. The time allotted for each examination is detailed on page 12. The examination will end automatically after the examination time has expired, and candidates will leave the test center with their official scores in hand.

ABOUT THE EXAM

The content of the general examination is based upon information obtained from a job analysis performed by Pearson VUE. Responses from insurance professionals were analyzed to determine the nature and scope of tasks they perform and the knowledge and skills needed to perform them. This information is the basis upon which examination questions are written and ensures that examinations reflect the practice of insurance. The examination has been developed to reflect the laws, statutes and regulations for the practice of insurance in Arkansas, and has been reviewed and approved by Arkansas insurance professionals.

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

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 irregularities or misconduct. Pearson VUE routinely reviews irregularities and examination scores believed to be earned under nonstandard circumstances.

Pearson VUE maintains the right to question any examination score whose validity is in doubt because the score may have been obtained unfairly. Pearson VUE first undertakes a confidential review of the circumstances contributing to the questions about score validity. If there is sufficient cause to question the score, Pearson VUE will refer the matter to the 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 Insurance Department will be so notified and will determine whether the candidate's scores will be released.

The examination will contain *pretest questions* on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect a candidate's score. Pretest questions are mixed in with the scored questions and are not identified.

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.

QUESTIONS OR COMMENTS ABOUT THE EXAM

For security reasons, examination material is not available to candidates for review. Candidates who have questions, comments, or concerns about the examinations, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to Pearson VUE at 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:

- (1) the name of the examination
- (2) the date the examination was taken
- (3) the location of the test center

SCORE EXPLANATION

Scaled Score

There are multiple versions of each of the licensing examinations. These versions are known as *forms*. All forms of an examination are developed based on the content outlines. To ensure that no candidate is put at an unfair advantage or disadvantage due to the particular form of an examination that he or she is given, a statistical procedure known as *equating* is used to attain comparable form difficulty.

The passing score of an examination was set by the Arkansas Division of Insurance (in conjunction with Pearson VUE) after a comprehensive study was completed for each examination. The examination score is reported as a percent score on a scale of 0%-100%. It is the percentage of questions answered correctly on the examination. You need to answer 70% of questions correctly in order to pass the examination.

SCORE REPORTING

When candidates complete the examination, they will receive a score report marked “pass” or “fail.” Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to the general portion of the examination, as well as information about reexamination. Examination reservations cannot be made at the test center, and **candidates must wait 24 hours before making one**. In some cases, candidates may have to wait up to four (4) weeks to retake an examination, as detailed in *Retake Requirements* on page 4.

REVIEW OF EXAMS

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

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 proper fee.

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, 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.

PREPARING FOR THE EXAM

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. Arkansas offers these content outlines as part of the handbook.

Candidates may obtain additional copies of the Arkansas content outlines by contacting Pearson VUE at (501) 663-2878, or from www.pearsonvue.com.

STUDY MATERIALS

The Insurance Department does not issue study material for use in preparation for licensing examinations. However, actual state insurance laws and regulations provide an invaluable source of information in preparation for the state-specific portion of the major line examinations, and current insurance textbooks and policy forms provide the bases for preparation for the national portion of the major line examinations. In addition, a number of publishers' and suppliers' training courses are available. Neither the Insurance Department nor Pearson VUE can recommend or endorse any particular manual or course or provide information regarding costs or fees. For further information about publications or training courses, please contact sources directly.

Neither the Department nor Pearson VUE takes any responsibility for inaccurate, misleading, incomplete, or outdated study materials.

EXAMS – TIME ALLOTTED AND COMBINATIONS				
Exam Name	Section	Time Allowed	Total Exam Time	Combinations
Life	General State	90 minutes 60 minutes	2.5 hours	Life and Health can be taken together.
Health	General State	90 minutes 60 minutes	2.5 hours	
Property/Casualty (including commercial lines)	Property Casualty State	80 minutes 80 minutes 50 minutes	3.5 hours	These exams CANNOT be taken with any other exam.
Personal Lines (Property/Casualty) — no commercial lines)	General State	130 minutes 80 minutes	3.5 hours	
Title	one section	150 minutes	2.5 hours	Any three Adjuster exams can be taken together.
General Adjuster	one section	90 minutes	1.5 hours	
Property Adjuster	one section	90 minutes	1.5 hours	
Casualty Adjuster	one section	90 minutes	1.5 hours	
Worker's Compensation Adjuster	one section	90 minutes	1.5 hours	This exam CAN ONLY be taken with Life or with Health, but not with any other exam.
Crop Hail	one section	90 minutes	1.5 hours	
Surplus Lines	one section	120 minutes	2 hours	This exam CANNOT be taken with any other exam.

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

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
ARKANSAS INSURANCE
DUPLICATE SCORE
62160 Collections Center Drive
Chicago, IL 60693-0621

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:

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:	
Licensing Jurisdiction:	

**Instructions for Arkansas State Police Individual Record Check Form
For the Arkansas Insurance Department Producer/Adjuster License (Form ASP-122)**

Procedure for Criminal History Check:

1. The ASP form 122, Individual Record Check Form, must be completed in its entirety. Incomplete or illegible applications will be returned unprocessed. Names listed must be full legal names. Nicknames are not acceptable. The signature should be the full legal name.
2. A business check or money order in the amount of \$22.00, made payable to the Arkansas Insurance Department and must be attached to the form. Personal checks will not be accepted.
3. The form must be notarized.

If you are completing an application for an exam permit, attach the completed, notarized form and mail it to the local Pearson VUE processing office at the address listed below.

**Pearson VUE
1123 South University, Suite 915
Little Rock, AR 72204**

SEE OTHER SIDE FOR APPLICATION

GENERAL INFORMATION

CANDIDATES MAY CALL (888) 204-6259 TO MAKE AN EXAM RESERVATION.

TEST CENTER LOCATIONS	
LOCATION	SCHEDULE
Springdale, AR	Wednesday—Saturday
Fort Smith, AR	1-2 days per week
Little Rock, AR	Tuesday—Saturday
Texarkana, AR	1-2 days per week
Memphis, TN	5 days per week, including Saturday

Locations and schedules are subject to change.

AVAILABLE EXAMS	
MAJOR LINES	
01 Life	16 Casualty Adjuster
02 Health	17 Worker's Compensation Adjuster
03 Multi-Line (Property & Casualty)	55 Personal Lines
14 General Adjuster	82 Surplus Lines
15 Property Adjuster	83 Title
LIMITED LINES	
31 Crop Hail	

Refer to the chart on page 12 for allowable exam combinations.

EXAM FEES					
Type of License	Number of Exams	Fee	Type of License	Number of Exams	Fee
Producer/Agent	single examination	\$84	Consultant	single examination	\$124
Producer/Agent	two examinations	\$96	Consultant	two examinations	\$136
Producer/Broker	single examination	\$114	Adjuster	single examination	\$124
Producer/Broker	two examinations	\$126	Adjuster	two examinations	\$136
Surplus Lines Agent	single examination	\$1099	Adjuster	three examinations	\$148
RE-EXAMINATION FEES					
Consultant and adjuster candidates must pay \$72 for one examination, \$84 for two examinations, and \$96 for three examinations (adjusters only). Producer/agents and producer/brokers pay \$62 for one examination and \$74 for two.					

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	