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# Iowa Department of **INSURANCE LICENSING**

## Candidate Handbook

November 2012

# QUICK REFERENCE

## STATE LICENSING INFORMATION

### State of Iowa Insurance Division

Producer Licensing/CE Bureau  
330 Maple Street  
Des Moines, IA 50319-0065  
Phone: (515) 281-7757  
Fax: (515) 281-3059

**Website**  
[www.iid.state.ia.us](http://www.iid.state.ia.us)

**Email**  
[producer.licensing@iid.iowa.gov](mailto:producer.licensing@iid.iowa.gov)

## EXAMINATION INFORMATION

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

### Pearson VUE Iowa Insurance

Attn: Regulatory Program  
5601 Green Valley Dr.  
Bloomington, MN 55437  
Phone: (877) 540-5825  
**Email**  
[pearsonvuescustomerservice@pearson.com](mailto:pearsonvuescustomerservice@pearson.com)  
**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 that are effective for examinations taken on or after January 1, 2013 and important information regarding eligibility and the examination and licensing application process. For examinations taken before January 1, 2013, go to <http://pearsonvue.com/ia/insurance/>.

### Making an exam reservation (details on page 3)

Candidates may make a reservation by:

- Visiting <http://pearsonvue.com/ia/insurance/>
- Calling Pearson VUE

Candidates **must** make a reservation either online or by phone at least twenty-four (24) hours 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 proper identification and other materials as dictated by the state licensing agency. A complete list appears in *What to Bring* (page 7).

### Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins to complete registration. The time allotted for the examinations is detailed on the back cover, 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.**

It is highly recommended that the Iowa Insurance Handbook be reviewed, with special attention given to the content outlines, before taking an examination. For examinations taken before January 1, 2013, go to <http://pearsonvue.com/ia/insurance/>. For examinations taken after January 1, 2013 see pages S1 through S14 of this handbook.

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

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

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

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

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, allow 2-3 business days for your notification to be uploaded to the NIPR (National Producer Insurance Registry) website.

Then submit application and license fee online following links on [http://www.nipr.com/producer\\_landing.htm](http://www.nipr.com/producer_landing.htm).

**Please note that the application process must be completed within 90 days of passing the examination.**

# INTRODUCTION

## CONTACT INFORMATION

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

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

### FOR STATE LICENSING

#### State of Iowa

#### Insurance Division

Producer Licensing/CE Bureau

330 Maple Street

Des Moines, IA 50319-0065

Phone: (515) 281-7757

Fax: (515) 281-3059

#### Website

[www.iid.state.ia.us](http://www.iid.state.ia.us)

#### Email

[producer.licensing@iid.iowa.gov](mailto:producer.licensing@iid.iowa.gov)

### FOR EXAMINATIONS

#### Pearson VUE

Iowa Insurance

*Attn: Regulatory Program*

5601 Green Valley Dr.

Bloomington, MN 55437

(877) 540-5825

#### Website

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

#### Email

[pearsonvuelcustomerservice@pearson.com](mailto:pearsonvuelcustomerservice@pearson.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 a particular profession, vocation, or occupation, and prohibits all others from legally practicing that profession. By ensuring a minimum level of competence, the licensure process protects the general public. The state regulatory agency is responsible for establishing the acceptable level of safe practice and for determining whether an individual meets that standard.

The state of Iowa 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, Health, and Property and Casualty that contain questions developed by subject matter experts using concepts found in the general portion of the licensure examination. The tests closely reflect the format of the real licensure examination, can be scored instantly, and provide immediate feedback to help candidates identify correct and incorrect answers. Candidates can purchase practice tests anytime at [www.pearsonvue.com](http://www.pearsonvue.com).

# IOWA LICENSING REQUIREMENTS

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## **REQUIREMENTS FOR RESIDENTS**

Candidates who would like to transact insurance business as a resident producer in Iowa must pass the appropriate examination and apply for and be granted a license by the Iowa Division of Insurance.

- Must be a resident of Iowa.
- Must be at least 18 years of age prior to sitting for the examination.
- Have not committed any act that is grounds for denial under subrule 10.21.
- Submit a completed uniform application.
- Pass the examination.
- Pay the appropriate license fee.

## **REQUIREMENTS FOR NON-RESIDENTS**

For information regarding non-resident licensing, go to the Iowa Insurance Division web site at [www.iid.state.ia.us](http://www.iid.state.ia.us).

To apply for an Iowa non-resident license, submit application and license fee online following the links on [http://www.nipr.com/producer\\_landing.htm](http://www.nipr.com/producer_landing.htm).

## **APPLICATION FOR LICENSURE**

To apply for a license a candidate must satisfy all applicable resident or non-resident requirements. Requirements can be viewed on the Iowa Insurance Division web site [www.iid.state.ia.us](http://www.iid.state.ia.us).

# EXAM RESERVATIONS

**Walk-in examinations are not available.** Candidates must make a reservation either online or by phone.

## ONLINE RESERVATIONS

Online reservations are the most efficient way for candidates to schedule their examination. Candidates must go to [www.pearsonvue.com/ia/insurance](http://www.pearsonvue.com/ia/insurance) to make an online reservation for an examination. First-time users are required to create an account. The candidate will need to fill in all required fields, which are preceded by an asterisk (\*), on the online form in order to create an ID and be assigned a password. Step-by-step instructions will lead the candidate through the rest of the examination reservation process.

Candidates **must** make an online reservation at least twenty-four (24) hours before the desired examination date.

## PHONE RESERVATIONS

Candidates may call at (877) 540-5825 to make an examination reservation.

PEARSON VUE HOURS	
Monday – Friday	7 am – 10 pm
Saturday	7 am – 4 pm
Sunday	9 am – 3 pm

*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 location (a list of test centers appears at the end of this handbook)

### Candidates must:

- **Be at least 18 years of age prior to sitting for the examination**
- **Have a valid Social Security number**

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 **must** make a phone reservation at least twenty-four (24) hours before the desired examination date (unless an electronic check is used for payment, as detailed on *page 4*).

## 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*.

### **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 and 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/iains.asp](http://www.pearsonvue.com/vouchers/pricelist/iains.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 (877) 540-5825 forty-eight (48) hours before the examination to change or cancel a reservation. **Candidates who change or cancel a reservation with proper notice may either transfer the fee to a new reservation, or may request a refund.** Candidates who change or cancel 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 two to three (2-3) weeks.

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

### **ABSENCE/LATENESS POLICY**

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

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

**Candidates who are absent from or late to an examination and have not changed or canceled the reservation according to 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/Iowa Insurance**

*Attn: Regulatory Program*

5601 Green Valley Dr., Bloomington, MN 55437

## **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.

## **ACCOMMODATIONS**

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

Test accommodations may include things such as:

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

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

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

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

### **English as a Second Language (ESL)**

Candidates for whom English is a second language (ESL) may request additional time for the examination by sending *Special Accommodations Request Form* (found in the back of this Candidate Handbook) to Pearson VUE. Candidates MUST include a letter from either his/her English instructor or sponsoring company (on official letterhead if from a company) stating that English is not the candidate's primary language.

Candidates should not attempt to make a reservation until after they have been notified by Pearson VUE via email that their request for additional time has been approved. The length of the examination will be equal to  $1\frac{1}{2}$  times the length of the examination. For example, a 2 hour examination will be extended to 3 hours. NOTE: NO OTHER accommodations will be granted for ESL, i.e. separate testing room, reader, marker, etc. These accommodations are for individuals who qualify under the American's with Disability Act (ADA) only.

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

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

The approval of additional time will be for one (1) year from the date of the request for the level you have requested. Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (800) 466-0450.

Candidates who need to reschedule or need to retest should notify Pearson VUE Special Accommodations that special arrangements were used for the prior examination.

### **COMBINATION EXAMINATIONS**

The 05-Life and Accident & Health or Sickness and the 06-Property and Casualty combo exams are no longer being offered. Instead, candidates will now be required to schedule both exams together in one order to get the \$79 fee.

To schedule the IA Life and the IA Accident & Health OR the IA Property and IA Casualty exams together, please follow the steps below once you have logged into your web account:

- Select the IA Life and the IA Accident & Health OR the IA Property and IA Casualty exams on the "Schedule Exam(s)" page.
- Select the test center where you would like to test.
- At the top of the "Select Appointment" page, you must select the "I would like to schedule all exams in a continuous block" box. Once you select that box, the calendar will show you availability for scheduling both exams together, so you will not need to schedule the exams individually. (When doing this, you can select the "Tell me more" link on this screen to get more information on this feature.)
- When scheduling either of these exam combinations together, you will see the \$79 fee applied to Total Due on the "Review Appointment Details" screen. You can then proceed with payment as normal.

## 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.

**For the Commercial Lines exam only:** A passing score report from the Personal Lines test **or** a Personal Lines license must be presented at the test center in order to sit for the Commercial Lines test. Without this document, you will be turned away from the test site.

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

### Acceptable Forms of Candidate Identification

Candidate 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, 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 or Credit card
- Any form of ID on the Primary list

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

## **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.

## **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.

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. The time allotted for each examination is detailed on the back cover of this handbook. After the examination time has expired, the examination will automatically end. 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, rules and regulations for the practice of insurance in Iowa, and has been reviewed and approved by Iowa insurance professionals.

Each major lines examination is given in a multiple-choice format and consists of two parts. The general section deals with basic insurance product knowledge. The state section deals with insurance laws, rules, regulations, and practices that are unique to Iowa.

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

## **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. 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 Division will be so notified and will determine whether the candidate's scores will be released.

## **SCORE REPORTING**

When candidates complete the examination, they will receive a score report marked "pass" or "fail". Candidates who pass the examination will receive a score report that includes information on how to apply for a license. Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to both the general portion and state portion of the examination, 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.**

## **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.

## **QUESTIONS OR COMMENTS ABOUT THE EXAM**

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

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

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

## 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.

# HOW TO PREPARE FOR THE EXAM

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. 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. Iowa offers these content outlines as part of the handbook and online.

Content outlines are available for examinations taken before January 1, 2013 at <http://pearsonvue.com/ia/insurance/>. Content outlines are available for examinations taken after January 1, 2013 on pages S1 through S14 of this handbook.

## STUDY MATERIALS

Neither the Iowa Insurance Division nor Pearson VUE specifically endorses or provides any particular study materials. You are free to use the materials of your choice to prepare for the examination. Manuals have been prepared by different publishers to assist candidates specifically in preparing for the license examination. To purchase a copy of the study manuals, please contact the appropriate trade association or publisher.

For the examination questions regarding Iowa Laws and Regulations, refer to the Iowa Administrative Code, Insurance Division (191) Chapter 10 Licensing of Insurance Producers and (191) Chapter 11 Continuing Education for Insurance Producers.

## PRETEST QUESTIONS

Many of the examinations 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.

The number of pretest questions are listed in the content outline heading of each examination for which they are available. If a number is not present then there are no pretest questions for that particular examination.

**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 cashier's check or money order made payable to "Pearson VUE."

**DO NOT SEND CASH.**

**SEND TO:** Pearson VUE

**IOWA INSURANCE**

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

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
-----------	------

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:	

# ENGLISH AS A SECOND LANGUAGE (ESL) REQUEST FORM

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

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

**All requests must first be approved by Pearson VUE. Candidates must wait for confirmation of the approval before scheduling an examination.**

**PLEASE PRINT CLEARLY**

Date:		
Last Name:		
First Name:		M.I.:
Address:		
City:		State:
Zip:		
Daytime Telephone:		
Email address:		
Examination Name:		
<input type="checkbox"/> English as a second language		<input type="checkbox"/> Additional time

**Candidates should contact Pearson VUE with questions about additional time.**

**PEARSON VUE SPECIAL ACCOMMODATIONS/ESL**  
5715 West Old Shakopee Road • Bloomington, MN 55437  
Phone (800) 466-0450 • Fax (610) 617-9397

# GENERAL INFORMATION

**CANDIDATES MAY CALL (877) 540-5825 TO MAKE AN EXAM RESERVATION.**

TEST CENTERS		
LOCATION	STATE	SCHEDULE
<b>Coralville/Cedar Rapids</b> Coralville Pearson Professional Center, 327 2nd Street, Ste. 370	IA	3 days per week
<b>Davenport</b> Northwest Bank and Trust Bldg., 100 East Kimberly, Ste. 401, Davenport, IA 52806	IA	2-3 days per week
<b>Sioux City</b> 4300 South Lakeport, Suite 204, Sioux City, IA 51106	IA	2 days per week
<b>West Des Moines</b> West Des Moines Pearson Professional Center Colony Office Park Bldg., 3737 Woodland Ave., Ste. 340, West Des Moines, IA 50266	IA	3-4 days per week
<b>Omaha</b> Omaha Pearson Professional Center 10832 Old Mill Rd., Omni Corporate Office Park, Omaha, NE 68154	NE	2-3 days per week

*Locations and schedules are subject to change.*

AVAILABLE EXAMINATIONS AND FEES			
EXAM CODE	EXAM NAME	EXAM TIME ALLOTTED	FEES
01	Life	2 hours	\$64
02	Accident & Health or Sickness	2 hours	\$64
55	Personal Lines	2 hours	\$64
44	Commercial Lines*	2 hours	\$64
31	Crop	1 hour	\$64
29	Credit	1 hour	\$64
46	Surety	1 hour	\$64
82	Excess & Surplus Lines	1 hour	\$64
03	Property	2 hours	\$64
04	Casualty	2 hours	\$64
60	Vitatical Settlement	1 hour	\$64
20	Public Adjusters	1 hour	\$64

\*Must have passed the Personal Lines exam prior to taking this exam.

\*\*Combination Examinations will no longer be available. See page 6 for further details.

## PEARSON VUE HOLIDAY SCHEDULE

No exams on the following holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving
Memorial Day	Christmas Day
Independence Day	