

Arizona Insurance Licensing Frequently Asked Questions

I need to take an exam. What are the next steps? How do I register?

You may register and schedule online anytime at:

<https://www.prometric.com/arizona/insurance>.

You will first need to create a profile within our Candidate Management System. Once you set up your profile, you will be able to schedule your exam either online or by phone.

On Monday through Friday, between the hours of 8AM and 9PM ET, you may register over the phone at (800) 853-5448.

Whichever method of registration you select, Prometric accepts credit card payments using Visa, MasterCard, or American Express. If you choose to mail your application, you may pay with a company check or cashier's check, but NOT with a personal check. Please note that all registration fees are **NON-TRANSFERABLE and NON-REFUNDABLE once paid. How much does my exam cost?**

This depends on which exam you wish to take. Arizona Insurance exam registration fees vary from exam to exam; to determine the cost of your exam, consult the registration page within the Arizona Insurance License Information Handbook, found by clicking the link marked "Step 5: Download the License Information Handbook" at:

<https://www.prometric.com/arizona/insurance>.

What if I need to reschedule or cancel my exam? Or, what if I am absent, miss, or arrive late for my appointment?

Prometric has the following rescheduling and cancellation policy for Arizona Insurance exams:

If you choose to **reschedule less than 48 hours prior** to your exam date, you will forfeit your exam fee and need to pay the full exam fee for your rescheduled appointment.

Rescheduling your exam more than 48 hours prior to the exam date, you will incur no fee.

If you choose to **cancel** your appointment, **miss** your appointment, or **arrive late** and are not allowed to test, your money will be forfeited, and you must pay another examination fee to schedule a new appointment. Fees paid are not refundable and are non-transferable.

How much time do I have to finish the exam? How many questions are there?

This depends on which exam you wish to take. You may find your exam's time limit and number of questions by going to www.prometric.com/arizona/insurance, clicking on Step 5 ("Download the License Information Handbook"), and scrolling through the "Exam Content Outlines", found within the handbook. In addition to the time limit and number of questions for all the Arizona Insurance exams, you will find a generalized list of subjects covered in each exam. These outlines may aid you in determining what you should study during your test preparations.

When should I get to the Test Center on the day of my exam?

Please arrive at the Test Center at least thirty minutes prior to the start of your exam. This will ensure that the Test Center Administrators can check you in properly.

What identification do I need to get into the Test Center?

Before departing for the Test Center on the day of your exam, please ensure that you have a valid, state-issued, signature-bearing photo ID on your person to present to the Test Center Administrators. This includes, but is not limited to, driver's licenses and US passports. For purposes of proper identification, *invalid* identification includes expired IDs, as well as those rendered null and void for any reason. In the event that you do not bring proper identification to the Test Center, the Test Center Administrators will not allow you to sit for your exam; this will count as a "no-show" which *forfeits your registration fee*.

For more information regarding acceptable forms of ID, please visit the Arizona Insurance landing page at: <https://www.prometric.com/arizona/insurance>.

I didn't pass my exam this morning. Can I schedule it again right now?

Prometric's registration system takes 24-48 hours to update properly with the results of an exam. Until this update finishes, the system will not allow re-registration of that exam from any source. Please wait at least 24 hours from the end of your exam before you attempt to register and schedule again. If you still cannot register after 48 hours have passed from the end of the exam, a system error may have occurred, and you should contact Prometric Candidate Care at (800) 853-6769.

What prelicensing company should I pick? Have you heard good things about any of them?

Prelicensing is **not** required in AZ. Therefore, Arizona DIFI and Prometric have no preference as to which company you select for your prelicensing.