

FREQUENTLY ASKED QUESTIONS

Vermont Insurance

How much does my exam cost?

This depends on which exam you wish to take. Vermont Insurance exam registration fees vary from exam to exam; to determine the cost of your exam, found by clicking the link marked “Step 4: Download the License Information Bulletin” at www.prometric.com/vermont/insurance.

How do I register for a test center location?

You may register and schedule online anytime at www.prometric.com/vermont/insurance. Monday through Friday (8AM and 9PM ET) and Saturday and Sunday (between the hours of 10AM and 3PM ET) you may instead register over the phone at (800) 868-6113. Finally, you may opt to fax a completed application to (800) 347-9242 or mail it to the address found at the bottom of the application, although this form of registration will take at least three to five business days to process once received.

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.

If you would like to take a remotely proctored exam please call our contact center (800) 868-6113 and speak to one of our customer service representatives.

How do I schedule for a remotely proctored location?

You may schedule remotely proctored for your Vermont Insurance exams. To schedule, candidates should contact the Prometric Contact Center using the state’s toll-free number 800.868.6113 between 8 a.m. and 9 p.m. (Eastern time), Monday through Friday. At the end of the call, you will receive a confirmation number for your appointment and will receive an email confirmation with instructions. Record and keep this confirmation number for your records as you will need it to launch your exam.

What if I need to reschedule or cancel my exam?

To reschedule your existing exam appointment, you must contact Prometric 24 hours prior to the exam appointment date in order to avoid forfeiting your exam fee. If you need to reschedule or confirm your appointment, please go to <http://www.prometric.com/vermont/insurance> .

To cancel your existing exam appointment, you must contact Prometric at least three (3) calendar days prior to your scheduled exam appointment in order to avoid forfeiting \$40 of your original exam fee. After you cancel your exam, you must initiate a refund by going to <https://fs6.formsite.com/Prometric/form33/index.html> and completing the refund form. Prometric will review refund requests and email decisions to you within 7-10 business days of

receipt unless further research and/or documentation are required. Prometric reserves the right to request documentation to support any illness or emergency claim. **Refund requests made via phone will not be accepted.** If you change or cancel your appointment without proper notice, you will forfeit your examination fee(s)

What happens if I am absent or late for my appointment?

If you miss your appointment, or arrive late and are not allowed to test, you will forfeit your exam fee(s).

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/vermont/insurance, clicking on Step 4 ("Download the License Information Bulletin"), and scrolling through the "Exam Content Outlines." In addition to the time limit and number of questions for all of the Vermont 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 my testing appointment on the day of my exam?

Please arrive to your appointment 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 take my exam?

Before departing for the Test Center on the day of your exam or sitting for your remote appointment, 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 or your remote appointment, 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.

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 regard to 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.

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

You will first need to create a profile within our Candidate Management System. The link for this can be found on the landing page, <http://www.prometric.com/vermont/insurance>, under Step 1, "Create or Login to Your Profile". Once you set up your profile, you will be able to schedule your exam either online or by phone.

