FREQUENTLY ASKED QUESTIONS
Maryland Insurance

How much does my exam cost?

Initial Exam Name	Prometric Exam Code	Cost
Public Adjuster General	2001	$60
Public Adjuster State	2002	
Health Producer General	2003	$60
Health Producer State	2004	
Title Producer General	2005	$60
Title Producer State	2006	
Casualty Producer General	2007	$60
Casualty Producer State	2008	
Life Producer General	2009	$60
Life Producer State	2010	
Adviser Life and Health General	2011	$60
Adviser Life and Health State	2012	
Personal Lines General	2013	$60
Personal Lines State	2014	
Life and Health Producer Combo General	2015	$60
Life and Health Producer Combo State	2016	
Property Producer General	2017	$60
Property Producer State	2018	
Property Casualty Producer Combo General	2019	$60
Property Casualty Producer Combo State	2020	
Adviser Property Casualty General	2021	$60
Adviser Property Casualty State	2022	

Retake of the two-part exam		
Exam Name	Prometric Exam Code	Cost
Public Adjuster General	2001	$60
Public Adjuster State	2002	$60
Health Producer General	2003	$60
Health Producer State	2004	$60
Title Producer General	2005	$60
Title Producer State	2006	$60
Casualty Producer General	2007	$60
Casualty Producer State	2008	$60
Life Producer General	2009	$60

Life Producer State	2010	$60
Adviser Life and Health General	2011	$60
Adviser Life and Health State	2012	$60
Personal Lines General	2013	$60
Personal Lines State	2014	$60
Life and Health Producer Combo General	2015	$60
Life and Health Producer Combo State	2016	$60
Property Producer General	2017	$60
Property Producer State	2018	$60
Property Casualty Producer Combo General	2019	$60
Property Casualty Producer Combo State	2020	$60
Adviser Property Casualty General	2021	$60
Adviser Property Casualty State	2022	$60

What if I do not have my eligibility number to schedule my exam?
If you completed your education requirements after October 1, 2020, and do not have your eligibility number, please contact your education course provider. If you completed your education requirements before October 1, 2020, you should have received an email from Prometric with your eligibility numbers.

How do I register for my exam?
Maryland Insurance and Prometric are pleased to announce the availability of the Maryland Insurance exams via Remotely Proctored testing using Prometric's ProProctor™ application.

The best way to schedule your exam is online. Once you go to the Maryland Insurance website, you will find steps to walk through registration and scheduling of the exams.

You may also schedule your exam by calling 1-800-610-1174 between 8 a.m. and 9 p.m. (Eastern Time), Monday through Friday, and 8 a.m. – 5 p.m. EST Saturday and Sunday.

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 make sure that you are registering for the correct exam. Please note that all registration fees are NON-TRANSFERABLE and NON-REFUNDABLE once paid.

What is considered a passing score?
To achieve a passing score on the examination, you must receive a 70% or higher on each examination.

What if I failed an exam previously taken with PSI?
Your past testing has been communicated to Prometric. Any exam taken with PSI that resulted in a failed outcome will count toward the retake rule in place. If you fail the examination, you will need to retake the exam. If you fail one portion of a two-part exam, you must retake and pass ONLY that failed portion. The

retake must occur within six months of your eligibility. If you fail an exam, you can't take that same exam for four days.

Where can I learn more about Remotely Proctored Exams (ProProctor)?
To learn more about ProProctor please visit our [website](#). In addition, please take time to review the ProProctor [User Guide](#).

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.

• To cancel your existing exam appointment, you must contact Prometric either through our toll-free number or by visiting www.prometric.com/maryland/Insurance > 24 hours prior to your scheduled exam appointment in order to avoid forfeiting your original exam fee.

How do I request an exam refund?
If you paid via credit card online and cancel your exam, the card you used will be automatically refunded.

If you would like to request an exam refund you must initiate a refund by going to https://fs6.formsite.com/Prometric/form33/index.html and completing the refund form.

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/maryland/insurance. In addition to the time limit and number of questions for all the Maryland 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.

I took an exam with PSI before, is Prometric's exam the same?
The exams will test on the same knowledge contained in the content outlines, but the exam questions may be different. The structure of the exams will also differ from those taken previously with PSI – Both companies offer licensee exams, but the look and feel of the exams will be different. Overall, both exams will be testing to ensure that you are knowledgeable on the subject.

When should I get to my appointment on the day of my exam?
Please arrive at your exam appointment at least **30 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 for my appointment?
You must provide 1 form of identification. The ID must be a non-expired, government-issued, photo- and signature-bearing ID. If the primary ID does not

include a photo or signature then you must provide a secondary ID that contains the missing piece of information.