



**PSI Services LLC**

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<https://test-takers.psiexams.com/waoic>

## WASHINGTON OFFICE OF THE INSURANCE COMMISSIONER

# INSURANCE LICENSE EXAMINATION CANDIDATE INFORMATION BULLETIN

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Please refer to our website to check for the most updated information at <https://test-takers.psiexams.com/waoic>

## EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the processes for taking an examination and obtaining an insurance license in the State of Washington. The Washington Office of the Insurance Commissioner has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI works closely with the State to ensure examinations meet the state and nationally established technical and professional standards for examination development and administration. PSI provides these examinations through a network of computer examination centers in Washington.

## UNDERSTANDING LICENSING REQUIREMENTS

Washington state residents desiring any type of insurance license must:

- be eighteen (18) years of age;
- be trustworthy and competent;

In addition, the following qualifications for specific license types are required:

**Producers:** Pre-license education is required to take the examinations for a full-line license. The candidate must pass the examination for each line of authority needed. The limited lines examinations for Surety and Credit Insurance do not require pre-license education.

**Adjusters:** Experience or special education or training with reference to the handling of loss claims under insurance contracts of sufficient duration and extent to reasonably make the candidate competent to fulfill the responsibilities of an adjuster. The candidate must pass the examination.

**Crop Adjusters:** For private market crop insurance claims no, pre-licensing is required. The candidate must pass the examination. For a candidate that has completed the Crop Adjuster Proficiency Certification (CAPP) the examination is not required. The CAPP is required to adjust Federal Crop Insurance claims.

**Surplus Line Broker:** The candidate for a resident surplus line broker's license must pass the examination have a producer license. The examination will test an applicant's qualifications and competence in surplus line insurance including an understanding of property and casualty insurance.

A Surplus Line Broker must obtain two bonds after their license is issued. See RCW 48-17-250 for the bond requirements.

The commissioner deems that a non-resident person holding a surplus line broker's license, or the equivalent, in the applicant's home state is qualified, competent and trustworthy and, therefore, meets the minimum standards of this state for holding a surplus line broker's license. For that reason, the commissioner will waive the Washington surplus line broker's examination for a person who has and maintains a current resident surplus line broker's license, or the equivalent, in the applicant's home state.

For more information on licensing, please contact:

Washington Office of the Insurance Commissioner  
PO Box 40255  
Olympia, WA 98504-0255  
Phone: (360) 725-7144  
Website: [www.insurance.wa.gov](http://www.insurance.wa.gov)  
Email: [licinfo@oic.wa.gov](mailto:licinfo@oic.wa.gov)

### INITIAL LICENSING

If you do not submit all of the application requirements (application/fees, fingerprints, conviction documentation) within 180 days of passing this examination, you will be required to retake the examination.

Candidates who receive a passing score on the appropriate examination(s) must forward the following materials to the Office of the Insurance Commissioner:

1. Complete and submit an online application (this will include payment of your license fees). The online application is available at [www.insurance.wa.gov](http://www.insurance.wa.gov). The online application is also available through the National Insurance Producer Registry (full lines and surplus lines only) at [www.nipr.com](http://www.nipr.com).
2. Submit your fingerprints **electronically** from the IDEMIA-IdentoGo Center. They will send your fingerprints to WA State Patrol and WA State Patrol will forward your background results directly to the insurance commissioner's licensing unit. You will not receive a copy of the background check.

### LICENSEES MOVING FROM NON-RESIDENT TO RESIDENT

An individual who applies for an insurance producer license in this state who was previously licensed for the same lines of authority in another state shall not be required to complete any pre-licensing education or examination. This exemption is only available if the person is currently licensed in that state or if the application is received within ninety (90) days of the cancellation of the applicant's previous license, and if the prior state issues a certification that, at the time of cancellation, the applicant was in good standing in that state or the state's producer database records, maintained by the NAIC, its affiliates, or subsidiaries, indicate that the producer is or was licensed in good standing for the line of authority requested.

A person licensed as an insurance producer in another state who moves to this state shall make application within ninety (90) days of establishing legal residence to become a resident licensee under RCW 48.17.175. No pre-licensing education or examination shall be required of that person to obtain any line of authority previously held in the prior state except where the commissioner determines otherwise by rule.

#### **To apply for a resident license:**

1. Complete and submit an online application (this will include payment of your license fees). The online application is available at [www.insurance.wa.gov](http://www.insurance.wa.gov). The online application is also available through the National Insurance Producer Registry (full lines and surplus lines only) at [www.nipr.com](http://www.nipr.com).
2. Submit your letter of clearance. It can be faxed or scanned and attached to the online license application.
3. Submit your fingerprints **electronically** from the IDEMIA-IdentoGo Center. They will send your fingerprints to WA State Patrol and WA State Patrol will forward your background results directly to the insurance commissioner's licensing unit. You will not receive a copy of the background check.

### RENEWALS

All individual licenses will expire on the **last day of the** individual's next birth **month** plus one year, and every two years thereafter. A renewal notice will be sent to the licensee's last email address of record approximately two (2) months prior to the license expiration date. If no email address has been provided, the renewal notice will be sent to the licensee's last mailing address of record. However, it is the licensee's obligation to renew prior to the expiration date, even if the renewal notice is not received.

### INITIAL APPOINTMENTS AND AFFILIATIONS

**Appointment:** If an individual or business entity licensee is transacting business as a direct representative of an insurer and soliciting insurance on its behalf, the producer must be appointed by the insurer.

**Affiliation:** If an individual represents a business entity when transacting insurance business (cards and letterhead clearly identifies the producer is working on behalf of the business entity), the business entity and individual should be licensed. The business entity should affiliate the individual. The insurer or business entity will assist you with an appointment or affiliation after you are licensed.

### REIMBURSEMENT OF WA STATE EXAM FEES FOR VETERANS

The WA State insurance exams have recently been approved for qualifying veterans to receive reimbursement of their exam fees. To determine if you are eligible, and for any questions about the reimbursement program, please go to <https://www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/test-fees/> or call 1-888-442-4551, or for the hearing-impaired call 1-800-829-4833.

### FINGERPRINTING REQUIREMENT

Washington state requires resident applicants to submit their fingerprints electronically for a background check. Non-resident applicants do not have any fingerprint requirements. A license will not be issued until the state receives the results of the background check.

Candidates DO NOT need to be fingerprinted BEFORE taking an exam. Candidates will need to apply with the State of WA for their license once they pass the exam. The State will instruct them on how to proceed for fingerprint requirement.

What is the process to have my fingerprints taken?

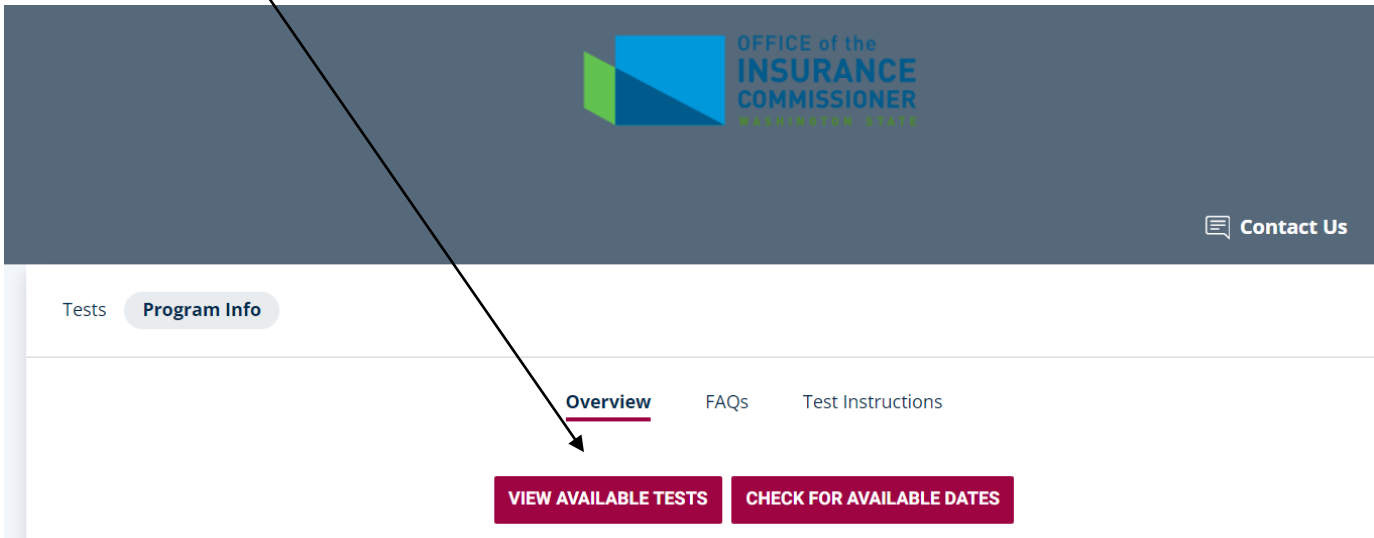
1. Complete any required exams for your license type.
2. [Submit your application](#) prior to scheduling a fingerprint appointment per FBI requirement.
3. [Schedule an appointment with Idemia \(IdentoGO\)](#) to have your fingerprints taken. Please select Washington Office of the Insurance Commissioner as the State Agency to send your electronic prints.

## EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

It is the candidate's responsibility to contact PSI to pay and schedule an examination. There is no limit to the number of times a candidate may retake an examination, if necessary, to pass. Examination fees are **not** refundable or transferable.

### ONLINE

1. Go to: <https://test-takers.psiexams.com/waolic>
2. Select **VIEW AVAILABLE TESTS** to create an account.



3. Select the examination and you are ready to create an account. Select **SIGN IN/REGISTER**.

### WA Life Producer

**FAQs**   Test Instructions

**PSI Exam Center Regulations - Live Proctored**

1. No conversing or any other form of communication among candidates is permitted once you enter the examination area.
2. You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to your Sponsor.
3. Electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, cameras) are NOT permitted in PSI testing centers.
4. NO personal items should be brought to the testing centers. PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place of your choosing. Only

**Candidate Bulletin**

**Fee:** \$35.00 USD  
**Re-take Fee:** \$35.00 USD  
**Cancellation Protection Fee:** \$7  
What is this? ⓘ

**Fee Policy**

To continue the booking process schedule your test, you must sign in or create an account.

**SIGN IN/REGISTER**

4. You will be prompted to **CREATE AN ACCOUNT** with PSI.

*The first and last name must match exactly with your current, valid, government-issued ID.*

|                                                 |                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="text" value="ID *"/>               |                                                                                                                                                                                                                                                                                                            |
| <input type="text" value="First Name *"/>       | <input type="text" value="Last Name *"/>                                                                                                                                                                                                                                                                   |
| <input type="text" value="Middle Name"/>        | <input type="text" value="Generation"/>                                                                                                                                                                                                                                                                    |
| <input type="text" value="Email *"/>            |                                                                                                                                                                                                                                                                                                            |
| <input type="text" value="Password *"/>         | <b>Your password must contain:</b> <ul style="list-style-type: none"><li>• At least one capital letter A-Z</li><li>• At least one lower case letter a-z</li><li>• At least one number 0-9</li><li>• At least one special character !@#V\$%^&amp;V/*</li><li>• At least 8 and up to 32 characters</li></ul> |
| <input type="text" value="Confirm Password *"/> |                                                                                                                                                                                                                                                                                                            |

5. Select your test format: (Test Center) or (Remote Proctored).

| Modality                                                                                                                             |                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <div><br/>Site Proctored<br/><b>SELECTED</b></div> | <div><br/>Atlas Remote Proctored<br/><b>SELECT</b></div> |

#### Scheduling at a Test Center

1. Enter the “City or Postal Code” and select **FIND**.

**Search Test Center Location**

Map Satellite



2. Select a date and time to book an appointment.

Choose a Date and Time

<

October 2021

>

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     | 1   | 2   |
| 3   | 4   | 5   | 6   | 7   | 8   | 9   |
| 10  | 11  | 12  | 13  | 14  | 15  | 16  |
| 17  | 18  | 19  | 20  | 21  | 22  | 23  |
| 24  | 25  | 26  | 27  | 28  | 29  | 30  |
| 31  |     |     |     |     |     |     |

☐ Available ☒ Selected

Time slots available for  
October 08, 2021

08:00 AM

01:30 PM

3. You are now ready to pay.

Payment

Billing Address

Address 1 \*

Address 2

Address 3

City \*

Order Summary

Commercial Contractor Practice Test  
Mechanical Bus and Law \$100.00 USD

Total Price

CONTINUE

4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

Booking Confirmed!!  [Print Confirmation](#)

Email Address: asingla81@psionline.com

Home Phone: 111224444

Office Phone: 2221112345

## Scheduling via Remote Proctor

1. Select a date and time to book an appointment.

Choose a Date and Time

<

October 2021

>

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     | 1   | 2   |
| 3   | 4   | 5   | 6   | 7   | 8   | 9   |
| 10  | 11  | 12  | 13  | 14  | 15  | 16  |
| 17  | 18  | 19  | 20  | 21  | 22  | 23  |
| 24  | 25  | 26  | 27  | 28  | 29  | 30  |
| 31  |     |     |     |     |     |     |

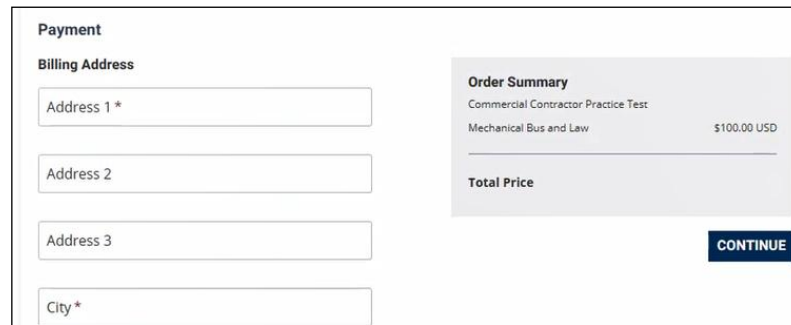
☐ Available ☒ Selected

Time slots available for  
October 08, 2021

08:00 AM

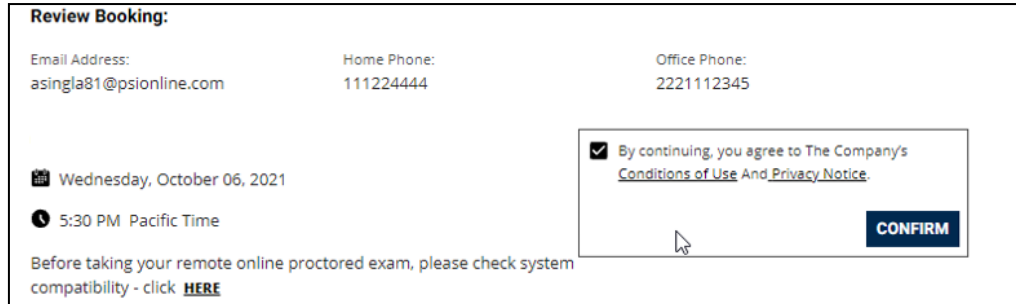
01:30 PM

2. You are now ready to pay.



The screenshot shows a 'Payment' page. On the left, under 'Billing Address', there are input fields for 'Address 1 \*', 'Address 2', 'Address 3', and 'City \*'. On the right, an 'Order Summary' box displays 'Commercial Contractor Practice Test', 'Mechanical Bus and Law', and a 'Total Price' of '\$100.00 USD'. A 'CONTINUE' button is located at the bottom right of the page.

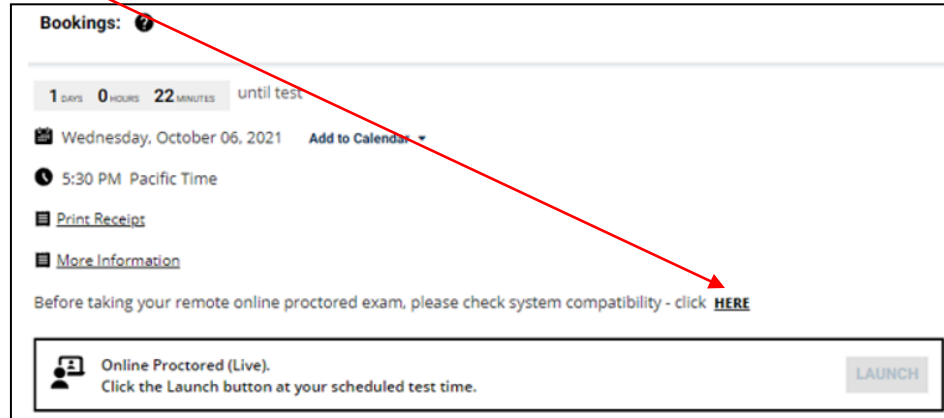
3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.



The screenshot shows a 'Review Booking' page. It displays contact information: 'Email Address: asingla81@psionline.com', 'Home Phone: 111224444', and 'Office Phone: 2221112345'. The booking details are 'Wednesday, October 06, 2021' at '5:30 PM Pacific Time'. A checkbox is checked with the text 'By continuing, you agree to The Company's [Conditions of Use And Privacy Notice](#)'. A 'CONFIRM' button is at the bottom right. A note at the bottom says 'Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)'.

4. Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.

**IMPORTANT: BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER** to include Audio/Video Check, Webcam Check and System Check. Prior to testing, **CLICK HERE**.



The screenshot shows a 'Bookings' page. At the top, it says '1 DAYS 0 HOURS 22 MINUTES until test'. Below this, it shows the booking details: 'Wednesday, October 06, 2021' at '5:30 PM Pacific Time'. There are links for 'Print Receipt' and 'More Information'. A note at the bottom says 'Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)'. At the very bottom, there is a 'LAUNCH' button. A red arrow points from the 'HERE' link in the note to the 'LAUNCH' button.

By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (844) 267-1017.

**Note: all Remote Proctored tests offered for the Washington Office of the Insurance Commissioner beginning August 3, 2026 will require a smartphone as a second camera security device. A check-in specialist will guide you through the setup but a quick pre-exam dry run will help you feel confident on test day.**

For full setup instructions and device requirements, visit the [Second Camera Setup Guide](#).

### **TELEPHONE REGISTRATION**

Call (855) 205-5825, PSI registrars are available Monday through Friday between 2:30 am and 9:00 pm, or Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time.

To register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover.)

### **RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT**

You may cancel and reschedule the same examination without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may reschedule online at <https://test-takers.psiexams.com/waoic> or call PSI at (855) 205-5825.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.

### **RETAKE A FAILED EXAMINATION**

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may schedule online at <https://test-takers.psiexams.com/waoic> or call PSI at (855) 205-5825.

### **MISSED APPOINTMENT OR LATE CANCELLATION**

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

### **EXAM ACCOMMODATIONS**

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

English as a second language: Time and one-half will be approved if you include a letter from your English instructor or sponsoring company (on letterhead), certifying that English is not your primary language. See the Exam Accommodations Request instructions found at the end of this Candidate Information Bulletin.

### **EXAMINATION CENTER CLOSING FOR AN EMERGENCY**

In the event that severe weather or another emergency forces the closure of an examination center on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (855) 205-5825. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

## **EXAMINATION CENTER LOCATIONS**

The following directions are generated from the most current mapping services available. However, new road construction and highway modifications may result in some discrepancies. If you are not familiar with the specific area of the examination center, please consult a reliable map prior to your test date.

**Arlington**  
18810 59th Dr NE, Bldg 44A  
Arlington, WA 98223

**Bremerton - Avian Flight**  
8900 State Hwy 3 SW, Suite 101  
Bremerton National Airport  
Bremerton, WA 98312

**Everett**  
1010 S.E. Everett Mall Way, Suite 208  
Everett, WA 98208

**Ellensburg - Central Washington University**  
400 E University Way  
Bouillon Hall- RM 125  
Ellensburg, WA 98926

**Olympia**  
3435 Martin Way E, Suite I  
Olympia, WA 98501

**Richland**  
3100 George Washington Way, Suite 135  
Richland, WA 99354

**Seattle (Bellevue)**  
Newport Place  
4122 Factoria Blvd. S.E, Suite 303  
Bellevue, WA 98006

**Spokane**  
920 N Argonne Road, Suite 202  
Spokane Valley, WA 99212

**Tacoma**  
Tacoma Community College Testing Center  
6501 S 19th St, Building 6  
Tacoma, WA 98466

**Vancouver**  
11818 SE Mill Plain Blvd, Suite 402  
Vancouver, WA 98684

**Yakima**  
3611 River Rd Suite 120  
Yakima, WA 98902

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations. Once you have paid for the examination, enter your zip code and a list of the testing sites closest to you will appear.

## REPORTING TO THE EXAMINATION CENTER

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination center and you will forfeit your examination registration fee.*

Candidates must review and agree to the **PSI Security Agreement for Examinations** in order to take the examination. If the **Security 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.

### REQUIRED IDENTIFICATION

**You must provide 1 form of identification.** The identification must match the name you scheduled with.

**PRIMARY IDENTIFICATION (with photo) - Choose one from this list:**

- State issued driver's license
- State issued identification card

- US Government Issued Passport
  - US Government Issued Military Identification Card
  - US Government Issued Alien Registration Card
  - Canadian Government Issued ID
- NOTE: ID must contain candidate's photo, be valid and unexpired.

### SECURITY PROCEDURES

The following examination protocols apply during any examination. PSI may pause or terminate an examination at any time. Failure to follow the examination protocol, may result in the disqualification of examination results, prohibition from taking future examinations, and may lead to legal action.

If testing at a PSI test site you will be given a piece of scratch paper and a pencil. You will return the scratch paper and pencil during check-out.

#### Prohibited Items:

- Reference materials of any kind.
- Electronic devices of any type, including but not limited to; cellular phones, cameras, computers of any type (e.g., laptops, tablets, iPads), earbuds, electronic games, electronic watches, handheld calculators, headsets, mobile devices, music players (e.g., iPods), pagers, radios, recording devices (audio or video), smart watches, televisions, etc.).
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Bulky or loose clothing or coats including but not limited to; open sweaters, cardigans, shawls, scarves, vests, jackets and coats.
  - In the event you are asked to remove bulky or loose outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Other personal items, including but not limited to; backpacks, briefcases, chewing gum, drinks, food, good luck items, notebooks, paper or other materials on which to write, pens, pencils or other writing devices, purses, reading material, smoking or chewing products, wallets, etc.

#### Prohibited Behavior:

- Giving or receiving assistance on an examination.
- Copying or communicating examination content.
- Using outside references or resources during an exam, examples:
  - Browsing other local resources.
  - Browsing the internet.
  - Attempting to use a computer or computer program not provided or approved by PSI.
  - Attempting to use a telephone or mobile device.
  - Using notepad on the computer.
  - Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during an exam, examples:
  - Acting in an inappropriate manner.
  - Using abusive language.
  - Speaking aloud.
  - Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during an exam, examples:
  - Reading questions out loud.
  - Leaving the room without proctor approval.
  - Using instant messaging, or other electronic communication.
  - Capturing a picture or video of exam items.
  - Attempting to use telephone or mobile device.
  - Obstructing the proctor's view (camera or in person).
  - Having inappropriate materials on desktop (explicit).
  - Changing spaces during the exam without proctor approval.
  - Not focusing eyes on the screen.

During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.

Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.

No prohibited items are allowed within the candidate's reach or line of sight. If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle for test center exams. PSI will not be responsible for the security of any personal belongings or prohibited items.

- Any candidate seen giving or receiving assistance on an examination, found with prohibited items, or displaying prohibited behavior or violating any security regulations will have his or her examination terminated, and be asked to surrender all examination materials. All such instances will be reported to the examination sponsor.

Additional protocols for testing at a testing center, include but not limited to:

- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidates will not receive extra time to complete the examination.

Additional protocols for remote online proctored exams, include but not limited to:

- Temporarily moving out of the camera's line of sight.
- Candidates are not allowed to have scratch paper.
- Adequate lighting for the proctor to see candidate's activity.
- Internet service must be sufficient to administer the exam, see page 12 for requirements.
- Web camera must be placed for ideal viewing by the proctor.
- Candidate may not change computers during the exam.
- Candidate may not change spaces during the exam.
- Candidate must follow proctor instructions, which may include, but are not limited to:
  - Keeping hands on the desktop.
  - Keeping eyes on the computer screen.
  - Not fidgeting during the exam.
  - Keeping hands away from face.
- Please do your best to avoid covering your mouth for the whole duration of exam. Be aware that talking/whispering/mouthing is not allowed during exam.
- Breaks are NOT allowed during remote online proctored examinations. If you believe you cannot complete your examination without a break, please do not register for remote online proctored examinations.

## TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

### TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers. **IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

### EXAMINATION REVIEW

PSI, in cooperation with the State, will be continually evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

Your comments regarding the questions and the examinations are welcomed. Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the Department will discuss your comment and determine the appropriate course of action.

## SCORE REPORTING AT THE TEST SITE

You must get 70% correct to pass the examination. Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

**Candidates taking a remotely proctored exam:** Please note that you must select to **end** both the exam portion and survey portion of your test in order to receive your on-screen results and emailed score report. If you do not receive your emailed score report, you may reach out to [scorereport@psionline.com](mailto:scorereport@psionline.com).

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com). Include your name, candidate ID number and confirmation number. Your candidate ID number and confirmation number is on your exam confirmation email. Please allow up to 72 hours to receive your duplicate score report.

## EXAMINATION CONTENT OUTLINES

### NON-SCORED QUESTIONS

In addition to the number of questions per examination, a small number of one to ten experimental items, generally, approximately 10% of the number of questions, may be administered to candidates during the examination. These questions will not be scored. However, these questions will count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

### STUDY MATERIALS

Neither the Washington Office of the Insurance Commissioner nor PSI specifically endorses any particular study materials. 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 basis for preparation for the national portion of the major line examinations. The WA OIC has approved several providers to offer pre-license education courses. A list of the providers can be found at: [www.insurance.wa.gov](http://www.insurance.wa.gov)

When candidates complete the examination, they will receive a score report, via email, marked “pass” or “fail” along with diagnostic information. Candidates may use the diagnostic report as a guide for studying before their next test administration.

### EXAMINATION CONTENT OUTLINES

Individual examination content outlines are available from PSI for each examination. Content outlines indicate the examination time limit, minimum score required to pass, subject area and the number of items in each area.

| Examination                          | # of Questions | Time Allowed | Exam Fee |
|--------------------------------------|----------------|--------------|----------|
| Life Producer                        | 100            | 150 Minutes  | \$38     |
| Disability Producer                  | 100            | 150 Minutes  | \$38     |
| Life and Disability Producer Combo   | 150            | 195 Minutes  | \$55     |
| Property Producer                    | 100            | 150 Minutes  | \$38     |
| Casualty Producer                    | 100            | 150 Minutes  | \$38     |
| Property and Casualty Producer Combo | 150            | 195 Minutes  | \$55     |
| Personal Lines Producer              | 100            | 135 Minutes  | \$38     |
| Credit                               | 50             | 75 Minutes   | \$38     |
| Adjuster                             | 100            | 135 Minutes  | \$38     |
| Crop Adjuster                        | 50             | 60 Minutes   | \$38     |

|                      |     |             |      |
|----------------------|-----|-------------|------|
| Surety               | 50  | 75 Minutes  | \$38 |
| Surplus Lines Broker | 100 | 150 Minutes | \$38 |

**Click the link to view the Washington Insurance content outline.  
Effective 4/1/2026**

[WA Adjuster](#)

[WA Casualty Producer](#)

[WA Credit](#)

[WA Crop Adjuster](#)

[WA Disability Producer](#)

[WA Life Producer](#)

[WA Life and Disability Producer Combo](#)

[WA Personal Lines Producer](#)

[WA Property Producer](#)

[WA Property and Casualty Producer Combo](#)

[WA Surety](#)

[WA Surplus Lines Broker](#)