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Texas Department of **INSURANCE LICENSING** Candidate Handbook

March 2016

QUICK REFERENCE

EXAMINATION INFORMATION

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

Pearson VUE/Texas Insurance

Attn: Regulatory Program
5601 Green Valley Dr.
Bloomington, MN 55437
(888) 754-7667

Email

pearsonvuecustomerservice@
pearson.com

Website

www.pearsonvue.com

FINGERPRINTING INFORMATION

Candidates may contact MorphoTrust for digital fingerprints.

MorphoTrust, USA™

Hours: Monday – Friday
8 AM – 5 PM Central Time

Phone

(888) 467-2080

TDD/TTY

(877) 219-0199

Website

<http://www.identogo.com>

LICENSING INFORMATION

Candidates may contact the Texas Department of Insurance (TDI) with questions on maintaining a license after a license has been issued.

Texas Department of Insurance

333 Guadalupe
Austin, TX 78701

Phone

(512) 676-6500

Fax

(512) 490-1029

Website

www.tdi.texas.gov

Email

license@tdi.texas.gov

RESERVATIONS

Before making an examination reservation

Candidates should thoroughly review this handbook. It contains examination content outlines and important information regarding eligibility for the examination and the licensing application process.

Making an examination reservation (details on page 10)

Candidates may make a reservation by:

Visiting <http://pearsonvue.com/tx/insurance/>

Calling Pearson VUE

Candidates are encouraged to make their exam reservation at least twenty-four (24) hours in advance. Do not send any exam fees to DataStream Technologies. Please see page 11 for more information on how to purchase vouchers. Payment is not accepted at the test center.

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*.

Do not send any exam fees to DataStream Technologies. Please see page 11 for more information on how to purchase vouchers.

Fingerprinting Services

Fingerprinting services are available at MorphoTrust USA™ as detailed on page 10. See page 8 for fingerprinting and criminal history requirements.

EXAM DAY

What to bring to the exam

Candidates should bring to the examination proper identification as outlined in *What to Bring* (page 14).

Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins to complete registration. 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 Texas Department of Insurance Handbook be reviewed, with special attention given to the content outlines, before taking an examination. (*content outlines begin on page S1 of this handbook*)

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

1. Make an examination reservation and pay the fee.

Make a reservation (online or by phone) with Pearson VUE for the examination. (*See page 10 of handbook.*)

2. Make a fingerprint reservation.

Make a reservation (online or by phone) with MorphoTrust for the digital fingerprint. (*See pages 10-11 of handbook.*)

3. Take the examination.

Go to the test center on the day of the examination, bringing along all required materials. (*See page 14 of handbook.*)

4. Get fingerprinted.

Go to the designated fingerprint site at the appointed day/time, bringing along all required materials. (*See page 10 of handbook.*)

5. Apply for a license.

Apply for your license by submitting a completed application to DataStream Technologies. (*See PV1-PV11.*)

Please note that the application process must be completed within one (1) year of passing the examination or the examination must be retaken. If you submit your application prior to taking the examination, you must pass your examination within one (1) year of submitting the application or you will be required to submit another completed application with fee.

CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination or applications submitted in conjunction with an examination.

Live Chat is available to address your support inquiries and is the quickest way to reach a customer service agent. It's available from 8:00 AM through 5:00 PM Central Time, Monday through Friday, subject to change during locally designated holidays.

Please visit www.pearsonvue.com/tx/insurance/contact for further information.

Candidates may contact the Texas Department of Insurance with questions about maintaining a license after it has been issued.

FOR EXAMINATIONS	
Pearson VUE/Texas Insurance <i>Attn: Regulatory Program</i> 5601 Green Valley Dr., Bloomington, MN 55437 Phone: (888) 754-7667 Email: pearsonvuecustomerservice@pearson.com Website: www.pearsonvue.com	
FOR STATE LICENSING	
Texas Department of Insurance <i>Agent and Adjuster Licensing</i> 333 Guadalupe, Austin, TX 78701 Phone: (512) 676-6500 Email: license@tdi.texas.gov Website: www.tdi.texas.gov	
FOR DIGITAL FINGERPRINTS	
contact L1/MorphoTrust for verification. MorphoTrust, USA™ <i>Texas Insurance</i> hours: Monday – Friday, 8 AM – 5 PM Central Time Phone: (888) 467-2080 TDD/TTY: (877) 219-0199 Website: http://www.identogo.com	
FOR LICENSE APPLICATIONS	
Mail completed applications to: DataStream Technologies 18568 Forty Six Parkway, Suite 2001 Spring Branch, TX 78070 Phone: (888) 325-6580	For applying electronically candidates can go online to Sircon at www.sircon.com/texas

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 Texas 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.

TEXAS LICENSING REQUIREMENTS

LEGISLATIVE UPDATES

Please refer to the “News” on TDI’s Agent and Adjuster Licensing Office home page <http://www.tdi.texas.gov/licensing/agent/index.html>. This page provides the “Latest Updates” to new laws affecting continuing education requirements and the licensing process.

GENERAL LICENSE REQUIREMENTS

TDI will issue an insurance license to individuals who:

- Are at least eighteen (18) years old
- Have passed the proper licensing examination (if required) within twelve (12) months of the date of receipt of the completed license application and fee
- Have submitted a completed application with fee, and fingerprint receipt
- Have met all applicable license requirements
- Have not committed an act for which a license may be denied, as defined under §4005.101 of the Texas Insurance Code and §1.502 of 28 Texas Administrative Code.

LICENSE APPLICATIONS

Individuals who wish to apply for more than one license type must submit a separate application and fee for each type. Application license fees are non-transferable and non-refundable.

Resident applicants must submit a fingerprint receipt along with the application, unless a fingerprint receipt was previously submitted to TDI.

Non-resident applicants who do not hold a current license in good standing in their state of residence must, through the law enforcement agency of that state, submit a copy of their current criminal history records along with the completed application.

Candidates who must pass an examination must complete the applications found in back of the handbook and must submit the completed application to DataStream Technologies, either before or after taking the examination. License applications are valid for one (1) year, as is the passing examination result.

Candidates who do not submit a completed license application within (12) months of passing the examination must retake the examination.

Candidates who are not required to take an examination, must submit TDI application directly to TDI. This application is available at www.tdi.texas.gov.

LICENSE FEES

The license application fee is \$50 per license type, or \$150 for a temporary license application. This fee must be mailed along with the license application, and must be in the form of a check or money order, made payable to “Pearson VUE”. License fees are non-refundable and non-transferable.

LICENSED NON-RESIDENTS

Non-resident applicants who hold a license in good standing in their resident state that provides the same or similar authority as the Texas license sought, and whose state of residence grants non-resident licenses to Texas residents on a reciprocal basis are not required to take the examination. These applicants must submit to TDI the TDI license application, fees, and an original Certificate of Good Standing, issued within the last ninety (90) days by the resident state's insurance commission, stating that the applicant is licensed for the lines of insurance for which licensure in Texas is sought. A Producer Database printout showing that a current license is held in the applicant's resident state can take the place of a Letter of Certification. Non-resident Public Insurance Adjuster applicants must also see pages 6-7. The application form is available online at the agent section of www.tdi.texas.gov.

PREVIOUSLY LICENSED NEW RESIDENT APPLICANTS

New Texas residents who have held insurance licenses in another state within the last five (5) years and who wish to apply for licensure in Texas must meet all license requirements and must also submit a Letter of Clearance from the previous home state's insurance commission. (Photocopies of this letter are acceptable.) A Producer Database printout showing the termination of a license in the applicant's resident state(s) can take the place of a Letter of Clearance. Applicants must submit the letter of clearance and the application to DataStream Technologies along with the fees made payable to "Pearson VUE" (if an examination is required) or directly to TDI (if no examination is required). New Texas resident applicants who have held the same or similar insurance license in their previous resident state within the 90-day period preceding the Texas application are not required to pass the examination. Such applicants must submit to TDI a completed TDI application with fee, fingerprint receipt, and a Letter of Clearance showing that the applicant held the same or similar license in their previous resident state within the past 90 days.

TEMPORARY LICENSES

Life Agent, Managing General Agent, Personal Lines Property and Casualty, General Lines, and Limited Lines applicants may receive a temporary, 90-day license before they pass the required examination if their sponsoring company, agent or agency requests it and if they are otherwise eligible. This temporary license may not be renewed.

Applications for temporary licensure should be sent to DataStream Technologies. Faxed applications are not permitted. The applicant must complete forty (40) hours of training provided by the appointing insurance company or general lines agent/agency (as required in the Texas Insurance Code, §4001.160) within fourteen (14) days of the date of license application. The applicant will receive a permanent license after he/she passes the examination and is approved by TDI. Those who fail the examination need not submit a new license application, but will be required to pay another examination fee to retake the examination.

Companies, agents and agencies may apply for a maximum of 500 temporary license holders each calendar year. At least 70% of those licensed must take the examination, and at least 50% of those must pass the examination.

SUBAGENTS

A SubAgent is an agent that has been appointed by a General Life, Accident and Health Agent, Life Insurance Agent, General Property and Casualty Agent or Personal Lines Property and Casualty Agent that is appointed by an insurer authorized to engage in the business of Insurance in Texas.

A subagent:

- May represent the insurance carriers to which the sponsoring agent is appointed and is not required to be separately appointed by the insurance carriers.
- Must be licensed to write each type of insurance he or she is employed to write, but is not required to hold each license type issued to the sponsoring agent/agency.
- May be individually appointed by insurance carriers as well as being appointed as a subagent.
- May be appointed as a subagent of multiple agents/agencies.

Only General Lines Agents, Personal Lines Property and Casualty Agents and Life Agents may appoint subagents or be appointed as subagents.

- A General Lines – Life, Accident and Health Agent may appoint a General Lines – Life Accident and Health Agent or a Life Agent.
- A Life Agent may appoint a General Lines – Life Accident and Health Agent or a Life Agent.
- A General Lines – Property and Casualty Agent may appoint a General Lines – Property and Casualty Agent or a Personal Lines Property and Casualty Agent.
- A Personal Lines Property and Casualty Agent may appoint a General Lines – Property and Casualty Agent or a Personal Lines Property and Casualty Agent.
- Applicants for a Limited Lines, Managing General Agent License cannot be appointed by an agency or agent as a subagent.

LICENSING OF CORPORATIONS AND PARTNERSHIPS

Both corporations and partnerships must submit to TDI the appropriate forms and fees, according to license type, to be licensed as insurance agencies. At least one officer of the corporation or one active partner of the partnership and all other persons performing any acts of an agent on behalf of the corporation or partnership in Texas must be individually licensed by TDI separately from the corporation or partnership. Appropriate forms and instructions can be obtained from TDI by phone or on the web (www.tdi.texas.gov).

RENEWING A LICENSE

Individual licenses are typically valid for two (2) years. TDI will send licensees one renewal notice for each license type they possess, listing the expiration date and renewal fees. The renewal notice should be completed and returned to TDI.

LEGISLATIVE CHANGES Affecting Continuing Education Requirements and Renewals

The Texas Legislature reduced continuing education for all TDI licenses that required 30 hours to 24, for licenses expiring on or after September 1, 2015. Licensees can determine the number of continuing education hours that TDI is monitoring for compliance by checking their transcript. Transcripts can be accessed by clicking on “look up education courses/credits” at www.sircon.com/Texas. Please check every license review period tracked on the site for compliance.

For license terms that end before **November 1, 2015**, and have a “Non-Compliant” status, you can remedy the CE deficiency through the FIN519 form, found at <http://www.tdi.texas.gov/forms/form11ce.html>, to pay the associated fine and avoid any disciplinary action against your license. You will not need to take makeup classes.

For license terms that end after **November 1, 2015**, TDI has the authority to require you to pay the fine and complete the deficient CE hours within 90 days of the expiration date. TDI is in the process of implementing these provisions. Individual licensees will be contacted by TDI if action is needed by the licensee to process a filing during this implementation time. In order to avoid any delay with your renewal filing, licensees are encouraged to complete all required CE by their expiration date.

If you have questions, please email CE@tdi.texas.gov, call TDI customer service at 512-676-6500, or read TDI’s FAQs at <http://www.tdi.texas.gov/licensing/agent/ce-faqs-page.html>.

Licenses may be renewed in the following ways:

1. Online with a credit card as <https://txapps.texas.gov/NASApp/tdi/TdiARManager> or www.sircon.com/texas, or www.nipr.com; or
2. By sending payment and the bottom section of the renewal notice to the address as noted on the renewal notice.

Late Renewals

The renewal amount must be paid on or before the license expiration date in order to avoid a late fee. If your license has been expired for:

- **Less than 90 days**, you may renew the license as above, with an additional late fee that is equal to one-half of the renewal fee.
- **More than 90 days but less than one year**, you may not renew the license, but may obtain a new license without taking the applicable examination by submitting to TDI a new license application, the license fee, *and* an additional fee equal to one-half the license fee.
- **Licensees whose licenses have been expired for more than one (1) year** may not renew the license, but must follow the procedures for obtaining a new license (submitting a license application, possibly taking an examination, etc.).
- **Refer to the Legislative changes** mentioned above regarding CE requirement changes with regards to renewals.

LICENSE EXAMINATION EXEMPTIONS

The Texas Insurance Code allows persons to qualify for some licenses without taking an exam if they hold a particular designation. Applicants who are exempt from examination must submit to TDI the TDI license application along with documentation. The TDI application is available at the agent section of www.tdi.texas.gov.

The documentation supporting the exemption must include a copy of the diploma or certificate clearly showing the applicant's name and the date the designation was conferred. Certified Insurance Counselors (CICs) must also submit a Letter of Good Standing from the Society of CIC.

LICENSE NAME	DESIGNATION	CODE/RULE REFERENCE
General Lines - Life, Accident and Health Agent	Chartered Life Underwriter (CLU)	TIC Ch. 4054
General Lines - Property and Casualty Agent	Chartered Property and Casualty Underwriter (CPCU)	TIC Ch. 4051
Insurance Adjuster	Chartered Property and Casualty Underwriter (CPCU) or Associate in Claims (AIC)	28 TAC §19.602
Life and Health Insurance Counselor	Chartered Life Underwriter (CLU), Chartered Financial Consultant (ChFC), or Certified Financial Planner (CFP)	TIC Ch. 4002
Risk Manager	Chartered Property and Casualty Underwriter (CPCU), Certified Insurance Counselor (CIC), or Associate in Risk Management (ARM)	TIC Ch. 4153

In addition to the designation exemption, applicants may qualify for the Insurance Adjuster - All Lines, Insurance Adjuster - Property and Casualty or Insurance Adjuster - Workers Compensation License by successfully completing a TDI-approved course within 12 months prior to submitting an application. Applicants who qualify for an Adjuster license by completing such a course must submit to TDI the TDI license application (including the application fee) along with the course certificate of completion. The certificate must clearly show the applicant's name, the course name, the course provider and the date the course was completed. A list of TDI-approved courses and the TDI application are available at the agent section of www.tdi.texas.gov.

ADDITIONAL REQUIREMENTS FOR SURPLUS LINES AGENTS AND PUBLIC INSURANCE ADJUSTERS

In addition to the general license requirements necessary of all applicants (listed on page 2), Surplus Lines Agent and Public Insurance Adjuster applicants must meet the requirements listed below.

Surplus Lines Agent applicants must:

- Hold either a General Lines – Property and Casualty Agent license issued under Chapter 4051 of the *Texas Insurance Code* or a Managing General Agent license issued under Chapter 4053 of the *Texas Insurance Code*.

- Have the facilities necessary for accumulating and preserving the records that a Surplus Lines Agent must keep.
- Possess sufficient knowledge and experience in placing insurance with licensed insurers to determine the eligibility of insurance for procurement of an unauthorized insurer.
- Possess sufficient knowledge and experience in the field of insurance to collect and analyze financial and other data to determine the eligibility of an unauthorized insurer as a surplus lines insurer.

Public Insurance Adjuster applicants must:

- Prove financial responsibility by filing a \$10,000 bond. The surety bond form is available from TDI and at the agent section of www.tdi.texas.gov.
- Submit Fingerprint Receipt, even if the applicant is a nonresident.
- Effective January 1, 2014, contract requirements under amended 28 Texas Administrative Code (TAC) §19.701, §19.708 and §19.713 apply to all Public Insurance Adjusters (PIA), including applicants for license and renewal. The contract you propose to use must be submitted with the original PIA license application or renewal application. Please review your proposed contract to insure compliance with all contract requirements as outlined in the TAC. Form FIN 535, developed by the department, contains the required standard contract language. You may view this form on the TDI web site (<http://www.tdi.texas.gov/forms/form11.html>). You may choose to use the standard Form FIN 535 or you may develop your own contract language that complies with the requirements in TAC. Please confirm that you will use the standard Form FIN 535 or attach your proposed contract to your application for license or renewal and return.

The failure by a Public Insurance Adjuster to use a properly authorized and approved contract may result in suspension, nonrenewal, revocation of the adjuster's license, or other administrative penalty (ref. TAC§19.708 (f)).

CONTINUING EDUCATION (CE)

If you hold a license that previously required **30 hours** of continuing education during a reporting period which expires on or after **09/01/2015**, only **24 hours** of continuing education will now be required per reporting period, per new statute effective 9/1/2015.

Holders of Limited Lines, Life insurance not exceeding \$25,000, and County Mutual licenses must earn ten (10) hours of certified credit in each renewal cycle. Half of all credit hours must be done in a classroom or classroom-equivalent setting, and two (2) hours of the total must be in ethics/consumer protection. Exemptions and extensions from the requirements are possible, and are described in the Texas Administrative Code, § 19.1004. Details are available on the CE page of the TDI website, www.tdi.texas.gov as is a copy of the cited rule.

Continuing Education (CE) – Auto Fines

The automatic fine for failure to obtain CE hours is \$50.00 per credit hour not completed within the reporting period. Refer to 28 Texas Administrative Code §19.1016.

NOTE

MorphoTrust schedules all electronic fingerprint appointments. You must contact Pearson VUE in order to register and schedule an examination appointment, if required.

Please refer to the “News” on TDI’s Agent and Adjuster Licensing Office home page <http://www.tdi.texas.gov/licensing/agent/index.html>. This page provides the “Latest Updates” to new laws affecting continuing education requirements and the licensing process.

OBTAINING ADDITIONAL APPOINTMENTS

If an agent wishes to represent additional insurers, each company must file a notice of appointment with TDI no later than the 30th day after the agent begins representing the company. The appointment may be filed on a TDI 501 form available from TDI or electronically through a third party vendor. The agent may sell only insurance lines for which he/she holds a license.

Some agents may be appointed as a subagent. See *Subagents* on page 4 for more information. The agent of agency must submit a notice of appointment on a TDI 501 form to appoint a subagent.

Important: A \$10 dollar fee is required for each additional company or subagent appointment. A temporary licensee may not obtain additional appointments.

CHANGE OF ADDRESS

The license application must include the candidate’s resident, mailing, and primary business address (the resident and business addresses must not be a post office box). TDI must be notified in writing within 30 days if either address changes. Failure to do so may result in disciplinary action. Refer to The Texas Insurance Code §4005.109. The address change form can be found in the agent section of www.tdi.texas.gov. You can also fax your change request to TDI at (512) 4901029.

Change of Residency to Texas

An individual changing the residency status on their Texas nonresident license to a Texas residency license, must submit a APPLICATION FOR RESIDENCY CHANGE TO TEXAS (TDI Form FIN594) AND attach a Letter of Clearance from their previous resident state to TDI for consideration. There is also a Fingerprint requirement, see application for details.

Applications will not be processed until proper documentation or details are received and a review is completed. Failure to disclose criminal history information may result in denial of license.

FINGERPRINT AND CRIMINAL HISTORY REQUIREMENTS

All Texas resident applicants, and Adjuster (Designated Home State), and all nonresident public insurance adjuster applicants must submit fingerprints as part of the license application unless the applicant already submitted fingerprints to TDI for another license or registration and that license or registration is still active. Applicants claiming exemption from the fingerprint requirements based on 28 TAC §1.504(b) must provide information on the type of license application or TDI filing with which the fingerprints were submitted and the date the fingerprints were submitted to TDI. Fingerprints provided for an application will be used to check criminal history records of the Texas Department of Public Safety (DPS) and the Federal Bureau of Investigation (FBI), in accordance with applicable statutes.

If you are required to provide fingerprints, your application will not be processed until TDI receives your criminal history reports from the DPS and the FBI. TDI strongly encourages all applicants to use the electronic fingerprinting process. Electronic fingerprinting is fast and accurate, and in most cases will avoid potential delays in the processing of applications.

All fingerprints taken for TDI at MorphoTrust locations are electronically transmitted to the DPS and the FBI for criminal history background checks. The fingerprint requirement is authorized in TIC §§801.056, §§4001.103, and by 28 TAC §1.501 and §1.503 – 1.509.

Applicants claiming exemption from the fingerprint requirement based on 28 TAC §1.504(b) must provide information on the type of license application or TDI filing with which the fingerprints were submitted and the date the fingerprints were submitted to TDI.

Please print out and review the following instructions, if you are required to submit fingerprints: <http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf>.

TDI cannot complete processing an application until it receives a criminal history report from the DPS and the FBI for applicants required to provide a fingerprint receipt.

The MorphoTrust receipt obtained from the fingerprinting process, <http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf>, must be attached to any completed paper application submissions, at the time it is mailed to DataStream Technologies.

EXAM RESERVATIONS

EXAMINATION RESERVATIONS

Online Reservations

Online reservations are the most efficient way for candidates to schedule their examination. Candidates **must** go to www.pearsonvue.com/tx/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.

Telephone Reservations

Candidates may call at (888) 754-7667 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
(see back cover of 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 11*), then the phone reservation must be made at least 5 days before the examination date.

FINGERPRINTING RESERVATIONS

Candidates may schedule fingerprint appointments at any MorphoTrust locations throughout Texas. **Appointments are required and candidates are encouraged to make their reservation at least twenty-four (24) hours in advance. Same day fingerprint service without an appointment is not available.**

Candidates must contact MorphoTrust to schedule their reservation at (888) 467-2080 (hours are Monday-Friday 8am-5pm Central Time) or visit them online at <http://www.identogo.com>.

Please save the receipt you receive from the fingerprint process (<http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf>).

Fingerprints and photos are transmitted electronically to the DPS and the FBI – you will not receive a printed fingerprint card.

EXAM FEES

The examination fee must be paid at the time of reservation by credit card, debit card, voucher or electronic check. **Payment is not accepted at the test center.** Examination fees are non-refundable and non-transferable, except as detailed in the *Change/Cancel Policy*.

Do not send any exam fees to DataStream Technologies. Please see below for more information on how to purchase vouchers.

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/txins.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. Do not send any exam fees to DataStream Technologies.

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 (888) 754-7667 at least 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/Texas Insurance

Attn: Regulatory Program

5601 Green Valley Dr.

Bloomington, MN 55437

WEATHER DELAYS AND CANCELLATIONS

If severe weather or a natural disaster makes the Pearson VUE test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of 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 accommodations@pearsonvue.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 the *English as a Second Language (ESL) 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.

Spanish Exams

Spanish versions of the examinations are available. Candidates who would like to take an examination in Spanish should indicate this when they contact Pearson VUE when making a reservation. However, candidates taking a Spanish version of the exam can switch back and forth between Spanish and English at any time during the exam.

EXAM DAY OR FINGERPRINT DAY

REQUIRED MATERIALS

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

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 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.

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 page 20 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 Texas, and has been reviewed and approved by Texas 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 Texas. The score from the exam is not based on each part separately, but each exam as a whole.

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

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.

RETAKE POLICY

A candidate who failed can schedule for a new exam within one day; there is no limit to the number of attempts a candidate can make on the same exam.

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 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 Texas Department of Insurance, 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 Department will be so notified and will determine whether the candidate's scores will be released.

SCORE EXPLANATION

Equating and Scaling

There are multiple versions of each of the licensing examinations. These versions are known as *forms*. Although all forms of an examination are developed based on the content outlines, the difficulty of the forms of an examination may vary slightly because different questions appear on each form. To ensure that no candidate is put at an unfair advantage or disadvantage due to the particular form of an examination that he or she is given, a statistical procedure known as *equating* is used to correct for differences in form difficulty.

For example, in an examination with two (2) forms, Form A and Form B, the state licensing agency determines that answering 30 questions correctly on Form A demonstrates the minimum amount of knowledge necessary to be licensed. It is further determined through the equating process that Form B contains slightly more difficult questions than Form A; therefore, answering 30 questions correctly on Form A would indicate the same level of knowledge as answering only 28 questions correctly on Form B. Under this set of circumstances, a score of 30 questions correct would be used as the passing score on Form A whereas a score of 28 questions correct would be used as the passing score on Form B.

A second statistical procedure known as *scaling* is used to derive the numerical score to report for each candidate. Scaling is used to place a raw score on a common reporting scale on which each scaled score represents a given level of knowledge regardless of the difficulty of the form on which the *raw score* was achieved.

To illustrate how scaling works, suppose that in the examination example used above, the state licensing agency decides to use a score of 500 as the passing score for reporting purposes. (Note that the score selected to be used as the reported passing score is not related to, and has no bearing on, the difficulty of the examination.) Based on the information provided above, a raw score of 30 on Form A would translate to a scaled score of 500; a raw score of 28 on Form B would also translate to a scaled score of 500 since a raw score of 30 on Form A represents the same level of knowledge as a raw score of 28 on Form B.

Scaled Score

The passing score of an examination was set by the Texas Department of Insurance (in conjunction with Pearson VUE) after a comprehensive study was completed for each examination. Raw scores are converted into scaled scores that can range from 0 to 100. The scaled score that is reported to you is neither the number of questions you answered correctly nor the percentage of questions you answered correctly. With a passing score of 70, any score below 70 indicates how close the candidate came to passing, rather than the actual number or percentage of questions the candidates answered correctly.

DUPLICATE SCORE REPORTS

Candidates may request a duplicate score report from Pearson VUE by completing the form in the back of this handbook or email request to pearsonvuecustomerservice@pearson.com. There is no fee for this service.

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 related to the exams, scoring or score reports, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to Pearson VUE at the address provided on the inside front cover of this handbook. Candidates may also email their questions directly to Pearson VUE Customer Service at pearsonvuecustomerservice@pearson.com.

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

- the name of the examination
- the date the examination was taken
- 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.
- **Calculators are permitted only if they are silent, hand-held, nonprinting, and without an alphabetic key pad.** Financial calculators are not permitted. Calculator malfunctions are not grounds for challenging examination results or requesting additional examination time. **NOTE: Calculators are NOT provided by the test center staff.**
- 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. Texas offers these content outlines as part of the handbook.

Candidates may obtain copies of the Texas Department of Insurance Content Outlines by visiting the www.pearsonvue.com.

STUDY MATERIALS

Neither the Texas Department of Insurance 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.

AVAILABLE EXAMS AND TIME ALLOTTED

EXAM CODE	EXAM NAME	TIME ALLOTTED	FEE
InsTX-ALAdj16	Adjuster - All Lines - English	150 minutes	\$62
InsTX-ALAdj36	Adjuster - All Lines - Spanish	150 minutes	\$62
InsTX-PCA81	Adjuster - Property & Casualty - English	150 minutes	\$62
InsTX-PCA11	Adjuster - Property & Casualty - Spanish	150 minutes	\$62
InsTX-WCAdj32	Adjuster - Workers Compensation - English	60 minutes	\$48
InsTX-WCAdj52	Adjuster - Workers Compensation - Spanish	60 minutes	\$48
InsTX-LAH05	General Lines - Life, Accident & Health - English	150 minutes	\$62
InsTX-LAH25	General Lines - Life, Accident & Health - Spanish	150 minutes	\$62
InsTC-PC06	General Lines - Property & Casualty - English	150 minutes	\$62
InsTC-PC26	General Lines - Property & Casualty - Spanish	150 minutes	\$62
InsTX-ISP09	Insurance Service Representative - English	150 minutes	\$62
InsTX-ISP29	Insurance Service Representative - Spanish	150 minutes	\$62
InsTX-LHIC42	Life and Health Insurance Counselor - English	150 minutes	\$62
InsTX-LHIC62	Life and Health Insurance Counselor - Spanish	150 minutes	\$62
InsTX-Life01	Life Agent - English	120 minutes	\$48
InsTX-Life21	Life Agent - Spanish	120 minutes	\$48
InsTX-LL93	Limited Lines - English	60 minutes	\$48
InsTX-LL13	Limited Lines - Spanish	60 minutes	\$48
InsTX-MGA87	Managing General Agent - English	150 minutes	\$62
InsTX-MGA07	Managing General Agent - Spanish	150 minutes	\$62
InsTX-PersPC55	Personal Lines Property & Casualty - English	120 minutes	\$48
InsTX-PersPC75	Personal Lines Property & Casualty - Spanish	120 minutes	\$48
InsTX-PCRM92	Property and Casualty Risk Manager - English	120 minutes	\$48
InsTX-PCRM12	Property and Casualty Risk Manager - Spanish	120 minutes	\$48
InsTX-PbAdj17	Public Insurance Adjuster - English	120 minutes	\$48
InsTX-PbAdj37	Public Insurance Adjuster - Spanish	120 minutes	\$48
InsTX-Surp60	Surplus Lines - English	60 minutes	\$48
InsTX-Surp80	Surplus Lines - Spanish	60 minutes	\$48

TEXAS

Insurance Content Outlines

Texas Department of Insurance
Application for Individual Agent License

Mail application to: DataStream Technologies
18568 Forty Six Pkwy, Suite 2001
Spring Branch, TX 78070
(888) 325-6580

Do Not send this application directly to TDI.

Applicant General Information Guide beginning on page 10.

This application form is to be used by individuals required to pass a qualifying examination through Pearson VUE.

It must be typed or printed in ink. Those applicants required to take a qualifying examination must contact Pearson VUE at **888-754-7667** or at www.pearsonvue.com/tx/insurance for application information and examination reservations.

All applications are subject to further review. Any affirmative response to a screening question may extend processing times.

Failure to disclose criminal history information may result in denial of license.

Part I—To be completed by all individual applicants

Applicants must choose only one license type. Those who wish to apply for more than one license type must submit a separate application and fee for each type. **Adjusters should read PART II of this application before continuing.**

License Types (check only one per application):

- | | | |
|---|--|--|
| <input type="checkbox"/> General Lines—Life,
Accident & Health | <input type="checkbox"/> Limited Lines | <input type="checkbox"/> Adjuster—All Lines |
| <input type="checkbox"/> General Lines—Property
& Casualty | <input type="checkbox"/> Insurance Service
Representative | <input type="checkbox"/> Adjuster—Property & Casualty |
| <input type="checkbox"/> Life | <input type="checkbox"/> Managing General Agent | <input type="checkbox"/> Adjuster—Workers' Compensation |
| <input type="checkbox"/> Life & Health Insurance Counselor | <input type="checkbox"/> Surplus Lines | <input type="checkbox"/> Adjuster—All Lines Designated
Home State Texas |
| <input type="checkbox"/> Personal Lines Property
and Casualty | <input type="checkbox"/> Risk Manager | <input type="checkbox"/> Adjuster—P&C Designated
Home State Texas |
| | <input type="checkbox"/> Public Insurance Adjuster | <input type="checkbox"/> Adjuster—Workers' Compensation
Designated Home State Texas |

License Fees: Fees are **\$50** per license type, or **\$150** for a temporary license. **Make check or money order payable to Pearson VUE. All license fees are nonrefundable and nontransferable.**

Applicant Information—Please read carefully and provide all requested information.

1. **Applicant's Full Legal Name**—nicknames and abbreviations are not acceptable.

LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX
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2. **Applicant's Social Security Number, Date of Birth and Daytime Phone Number**—The application cannot be processed without this information. Disclosure of Social Security Number is required by the Texas Family Code § 231.302.

SOCIAL SECURITY NUMBER	DATE OF BIRTH (MM/DD/YY)	DAYTIME PHONE NUMBER	EXT
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3. **Official Resident Address (required)**—This address is where you live.

STREET, PHYSICAL LOCATION, ROUTE	APARTMENT, SUITE, ETC.
CITY	STATE ZIP CODE

4. **Official Mailing Address (required)**—This is the address of record with TDI.

STREET, PHYSICAL LOCATION, ROUTE OR P.O. BOX	APARTMENT, SUITE, ETC.
CITY	STATE ZIP CODE

5. **Business Address (required)**—This **must be** your primary office address where you will maintain business records of Texas insurance transactions.

NUMBER & STREET (MUST BE PHYSICAL LOCATION—PO. BOX NOT ACCEPTED)

APARTMENT, SUITE, ETC.

CITY

STATE

ZIP CODE

6. **Applicant's E-mail Address (required)**—E-mail will be used only as option when corresponding with TDI, Pearson VUE, or DataStream Technologies.

E-MAIL ADDRESS

Applications will not be processed until proper documentation or details are received and a review is completed.

All applications are subject to further review. Any affirmative response to a screening question may extend processing times. Failure to disclose criminal history information may result in denial of license.

7. Excluding traffic violations and first offense DWI:

- a. Do you currently have any **pending misdemeanor or felony charges** (by indictment, information, or any other instrument) filed against you in Texas, in any other state or by the federal government?
☐ No ☐ Yes
- b. Have you ever been **convicted of any misdemeanor or felony offense** in Texas, in any other state or by the federal government?
☐ No ☐ Yes
- c. Have you ever had **adjudication deferred on any misdemeanor or felony charge or offense** in Texas, in any other state or by the federal government?
☐ No ☐ Yes
- d. Have you ever **served any period of probation** for any misdemeanor or felony offense in Texas, in any other state or by the federal government?
☐ No ☐ Yes

*If you answered "Yes" to any of questions 7a–d, you must submit original **certified** copies of the charging document, indictment, information, or any other charging document, judgment of conviction, and/or deferred adjudication order, probation order, order terminating probation, community supervision and/or parole certificate for each and every crime or offense. If the court states they no longer have the records, please have the court provide us with a letter on their letterhead stating that fact. If you were arrested only and not prosecuted, please provide a records search from the appropriate jurisdiction indicating a final disposition. You must submit a statement describing the circumstances leading to the offense(s). You must include your age at the time(s) of the offense(s). You may provide letters of recommendations from any persons in contact with you that are aware of your criminal past.*

8. Have you ever applied for a letter of consent, as required under 18 U.S.C. 1033(e), from any insurance regulatory official from Texas or any other State?

☐ No ☐ Yes

If you answer "Yes," the application will not be processed until you provide full details of the outcome of that proceeding and all supporting documents to the department.

If you answer "No," and you have been convicted of any criminal felony involving dishonesty or breach of trust, or an offense under 18 U.S.C. 1033, the application will not be processed until you submit a signed and notarized request for written consent with all supporting documentation to the department.

9. Have you or has any corporation, partnership, association or firm in which you were a director, officer, shareholder, manager, member or partner, ever been the subject of an administrative or legal action filed by Texas or any other insurance department, or financial regulatory agency, or of an action filed on behalf of Texas or any other state or by the federal government based on alleged violations of state or federal insurance, securities or financial regulatory laws that you have not previously reported to the Texas Department of Insurance?

☐ No ☐ Yes

If you answer "Yes," a license will not be issued until full details of the administrative or legal action are provided.

10. Are you indebted to any policyholder, insurance or reinsurance company, insurance agency, general agent, managing general agency, premium finance company or court appointed liquidator for premiums collected or commissions retained, or have any claims or judgments been filed against you for retaining premiums or commissions?

☐ No ☐ Yes

If you answer "Yes," a license will not be issued until full details of the indebtedness are provided.

11. Have you ever had an agency contract or company appointment cancelled for cause (e.g., misrepresentation, misappropriation, etc.)?

☐ No ☐ Yes

If you answer "Yes," a license will not be issued until full details are provided. Cancellation for cause does not include cancellations due to license expiration (nonrenewal).

12. During the last 6 months, have you applied for or received a temporary license of the type for which you are now applying?

☐ No ☐ Yes

If you answer "Yes," a temporary license will not be issued. A temporary license may not be renewed or issued more than once in a consecutive six-month period to the same applicant.

13. Do you qualify as any of the following?

a. "Military service member" – means a person who is currently serving in the armed forces of the United States, or in a reserve component of the armed forces including the National Guard, or in a state military service of any state.

☐ No ☐ Yes

b. "Military spouse" – means a person who is married to a military service member who is currently on active duty.

☐ No ☐ Yes

c. "Military veteran" – means a person who has served in the army, navy, air force, marine corps, or coast guard of the United States, or in an auxiliary service of one of those branches of the armed forces.

☐ No ☐ Yes

NOTE: If you answer "YES" to any to the above question, please mark the top of the Front Page of this application with a highlighted "M".

Part II-Adjusters

Public Insurance Adjusters use Part III

All Lines Adjusters, Property & Casualty Adjusters, and Worker's Compensation Adjuster Only

Adjusters may add additional qualifications without completing a new application by submitting to TDI a copy of the existing adjuster license along with a copy of the approved course certificate, or by passing the Pearson VUE examination. The Certificate of Completion must show that within the past 12 months the adjuster has completed a certified adjuster prelicensing education program and passed an examination.

1. **Adjuster applicants** – Must be completed with the name of the firm or insurer with whom they will be employed or, if self employed, with the applicant's name.

NAME OF FIRM OR INSURER (OR APPLICANT NAME, IF SELF-EMPLOYED)

2. **Nonresident Adjuster Designated Home State Texas Applicants Only** – I am a resident of another state that does not license adjusters for the line of authority sought, I reside in a state that permits residents of Texas to act as an adjuster in that state, and I request that Texas be the designated home state of the adjuster license for which I am applying. (TIC §4101)

I understand that by designating Texas as the home state, I am subject to Texas license qualifying examination and compliance with Texas' adjuster continuing education and fingerprinting requirements. (Texas Insurance Code (TIC) §4101.054, §4101.059 and 28 Texas Administrative Code (TAC) §§19.1001-19.1020, Texas Insurance Code (TIC) §4001.103)

☐ No ☐ Yes

Part III–Public Insurance Adjusters Only

Public Insurance Adjuster license applicants must complete this part of this application.

1. Provide the name of the currently licensed firm or person for whom you will be employed as a public insurance adjuster (PIA), or if self-employed, enter your name.

NAME OF EMPLOYER (OR APPLICANT NAME, IF SELF-EMPLOYED)

EMPLOYER'S TEXAS PIA LICENSE NUMBER

2. **Financial Responsibility** – Each public insurance adjuster license applicant must demonstrate proof of financial responsibility with a surety bond executed with the applicant as sole principal in the amount of not less than \$10,000 payable to the Texas Department of Insurance on a bond form available at www.tdi.texas.gov/forms/form11.html. See *Texas Insurance Code*, § 4102.105 and 28 *Texas Administrative Code* §§19.705–19.707. The original bond must be attached to this application.

I have attached my original Public Insurance Adjuster Bond.

☐ No ☐ Yes

3. **Fingerprints** – All resident and nonresident PIA insurance adjuster license applicants must file with this application an Identogo by MorphoTrust USA fingerprint receipt. If fingerprints were previously submitted to TDI for another application and the applicant continues to hold an active license, then a fingerprint receipt is not required. For complete information regarding fingerprinting, see **Fingerprint Requirements and Instructions** at <http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf>.

☐ Fingerprint receipt from Identogo by MorphoTrust USA is attached (see **Fingerprint Requirements and Instructions** at <http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf> for complete fingerprinting instructions), or

☐ I hold active TDI license number _____, and previously submitted fingerprints to TDI.

Fingerprints provided for this application will be used to check criminal history records of the Texas Department of Public Safety and the Federal Bureau of Investigation in accordance with applicable statutes.

4. **Criminal History Record** – Each nonresident **public insurance adjuster** license applicant must file with this application an original criminal history record of the applicant obtained from the state law enforcement agency of the applicant's state of residence. I have attached my original criminal history records.

☐ No, I am a resident of Texas ☐ Yes, the record is attached.

5. **Public Insurance Adjuster Contract Requirements** – Effective January 1, 2014, contract requirements under amended **Texas Administrative Code (TAC) §19.701, §19.708 and §19.713** apply to all applicants for a Public Insurance Adjuster (PIA) license. The contract you propose to use must be submitted with the original PIA license application. Please review your contract to insure compliance with all contract requirements as outlined in the TAC. TDI has developed Form **FIN535**, Public Insurance Adjuster Contract, that contains the required standard contract language. This form may be viewed at <http://www.tdi.texas.gov/forms/form11.html>.

The failure by a Public Insurance Adjuster to use a property authorized and approved contract may result in suspension, nonrenewal, revocation of the Public Insurance Adjuster's license, or other administrative penalty (ref. TAC §19.708(f)).

- a. I have reviewed TDI form FIN535 and I will be using that contract form with my clients once licensed.

☐ No, If no, answer 6b below ☐ Yes

- b. I have developed my own contract form that meets all requirements as outlined in **TAC §19.701 and §19.708**. I have attached a copy of my proposed contract form for TDI's review and approval.

☐ No ☐ Yes

Note: Your application for a PIA license cannot be approved until you have registered an approved contract with the department.

6. **Agent for Service of Process**—All nonresident applicants for a **public insurance adjuster** license must provide the name and address of their agent for service of process in the State of Texas as required in Texas Insurance Code, §4102.107.

NAME OF TEXAS AGENT FOR SERVICE OF PROCESS

TEXAS ADDRESS OF AGENT FOR SERVICE OF PROCESS

CITY

STATE

ZIP CODE

Part IV—Surplus Lines Agents Only

To qualify for a Texas Surplus Lines License, you must hold a current Texas General Lines-Property and Casualty License or a current Texas Managing General Agent License (TIC §981.203).

Provide your underlying license type and current Texas license number.

UNDERLYING LICENSE TYPE

TDI LICENSE NUMBER

Part V—Insurance Service Representatives Only

Certificate for Insurance Service Representatives—Must be completed by the appointing licensed General Lines-Property and Casualty Agent or Personal Lines Property and Casualty Agent or an officer or partner of a licensed General Lines-Property and Casualty Agency or Personal Lines Property and Casualty Agency.

CERTIFICATE FOR INSURANCE SERVICE REPRESENTATIVES

This is to certify that the above-mentioned applicant is appointed to act as an Insurance Service Representative (ISR) for this General Lines-Property and Casualty Agent/Agency or Personal Lines Property and Casualty Agent/Agency in the State of Texas, subject to the applicant's qualifying for a license. If and when this appointment is terminated or canceled, the Department must be notified immediately of such termination. The ISR Transfer/Cancel Employment Form LHL208 may be found at the agent page of www.tdi.texas.gov.

Appointing General Lines-Property and Casualty or Personal Lines Property and Casualty AGENT:

SIGNATURE OF SPONSORING AGENT

PRINT OR TYPE SPONSORING AGENT'S LEGAL NAME
(AS IT APPEARS ON THE CURRENT LICENSE)

AGENT'S TDI LICENSE NUMBER

Appointing General Lines-Property and Casualty or Personal Lines Property and Casualty AGENCY:

SIGNATURE OF AGENCY OFFICER OR PARTNER

PRINT OR TYPE SIGNING OFFICER'S OR PARTNER'S NAME

PRINT OR TYPE SPONSORING AGENCY'S NAME NUMBER
(AS IT APPEARS ON THE CURRENT LICENSE)

AGENCY'S TDI LICENSE NUMBER

DATE SIGNED (MM/DD/YY)

Part VI–Notice of Appointment (General Lines Agents [GL], Life Agents [LAGT], Limited Lines Agents [LL], Managing General Agents [MGA], Personal Lines Property and Casualty Agents [PLPC])

Notice of Appointment. To make a company or subagent appointment with the license application, the Notice of Appointment form on page 6 of 11 must be signed in ink by an authorized appointing official of the appointing INSURANCE COMPANY, AN EXECUTIVE OFFICER OR PARTNER OF THE SPONSORING AGENCY, OR THE SPONSORING INDIVIDUAL AGENT. The form will be rejected if it does not contain the title and original signature of the signing representative. The applicant's signature will not be accepted. The Notice of Appointment must include the date the form is signed. A Notice of Appointment does not apply to Insurance Adjuster, Public Insurance Adjuster, Risk Manager, Surplus Lines, Insurance Service Representative, or Life and Health Insurance Counselor Licenses.

Temporary License. Only applicants for a General Lines Agents [GL], Life Agents [LAGT], Limited Lines Agents [LL], Managing General Agents [MGA], Personal Lines Property and Casualty Agents [PLPC] may apply for a temporary license with this application. If a temporary license is requested by the appointing company and if the company and applicant are eligible, TDI will issue such a license for a period of 90 days, without examination. A temporary license may not be renewed or issued more than once in a consecutive six-month period to the same applicant. **A temporary license application must include a completed Notice of Appointment.**

Insurance Company Appointments. If a completed Notice of Appointment is not received with a General Lines Agent, Life Agent, Limited Lines Agent, Managing General Agent or Personal Lines Property and Casualty Agent License application, the license may be issued. However, not later than the 30th day after the effective date of the agent's appointment by the insurance company, a TDI Notice of Appointment with the \$10.00 fee must be submitted to TDI.

Subagent Appointments. ONLY GENERAL LINES AGENTS, PERSONAL LINES PROPERTY AND CASUALTY AGENTS AND LIFE AGENTS MAY APPOINT SUBAGENTS OR BE APPOINTED AS SUBAGENTS.

- A General Lines – Life, Accident and Health Agent may appoint a General Lines – Life Accident and Health Agent or a Life Agent.
- A Life Agent may appoint a General Lines – Life Accident and Health Agent or a Life Agent.
- A General Lines – Property and Casualty Agent may appoint a General Lines – Property and Casualty Agent or a Personal Lines Property and Casualty Agent.
- A Personal Lines Property and Casualty Agent may appoint a General Lines – Property and Casualty Agent or a Personal Lines Property and Casualty Agent.

Applicants for a Limited Lines or Managing General Agent License cannot be appointed by an agency or agent.

NOTICE OF APPOINTMENT FOLLOWS ON THE NEXT PAGE.

PLEASE FOLLOW INSTRUCTIONS ON PREVIOUS PAGE.

NOTICE OF APPOINTMENT FOR GL, LAGT, LL, MGA, PLPC

FULL LEGAL NAME OF APPLICANT (PRINT OR TYPE) LAST NAME

FIRST NAME

MIDDLE NAME

SUFFIX

Only ONE sponsor per application. Enter company, agency or agent information.

Name of Insurance Company appointing a GL, LAGT, LL, MGA or PLPC applicant:

APPOINTING COMPANY NAME (GROUP NAMES NOT ACCEPTABLE)

NAIC NUMBER OF APPOINTING COMPANY

OR—Name of Agency sponsoring a GL, LAGT or PLPC applicant as a Subagent:

SPONSORING AGENCY NAME (AS IT APPEARS ON THE CURRENT AGENCY LICENSE)

AGENCY TAX ID NUMBER

OR—Name of Individual Agent sponsoring a GL, LAGT or PLPC applicant as a Subagent:

SPONSORING AGENCY NAME (AS IT APPEARS ON THE CURRENT AGENCY LICENSE)

SSN OF SPONSORING INDIVIDUAL AGENT

Temporary License: (for GL, LAGT, PLPC, LL, MGA license types only):

Does this company want the above named applicant to receive a temporary license to act as a full-time agent in accordance with the provisions of the Texas Insurance Code?

☐ Yes ☐ No

If "Yes", please provide the telephone number of the office where the agent will be assigned: (____) _____

Managing General Agent: This section must be completed by an officer of the appointing company or carrier having personal knowledge that the applicant has had experience or instruction that would qualify the applicant as a managing general agent.

- Will the above managing general agent applicant have claim settlement authority for the company or carrier?
☐ Yes ☐ No
- Does the claim settlement authority exceed \$25,000 on any one claim?
☐ Yes ☐ No
- Does the claim settlement authority include third-party liability other than property damage?
☐ Yes ☐ No
- Are funds exceeding \$100,000 customarily held by the managing general agent for the purpose of paying losses and loss adjustment expenses for the company or carrier?
☐ Yes ☐ No

The Appointing Official must read and sign the following statements:

This is to certify that the above-mentioned applicant is appointed to act as an agent for this company OR a subagent for my agency OR a subagent for me in the State of Texas subject to the applicant's qualifying for a license. If and when this appointment is terminated or canceled, the Department will be notified immediately of such termination.

This applicant meets the requirements as set out in the Texas Insurance Code and the rules and regulations promulgated by the Texas Department of Insurance for the type of license applied for herein.

I acknowledge my responsibility for ensuring that the applicant receives training if required by the Texas Insurance Code.

SIGNATURE OF APPOINTING OFFICIAL OF APPOINTING INSURANCE COMPANY
OR EXECUTIVE OFFICER OR PARTNER OF APPOINTING AGENCY
OR APPOINTING INDIVIDUAL AGENT

PRINT OR TYPE APPOINTING OFFICIAL'S FULL LEGAL NAME AND TITLE
OR OFFICER'S OR PARTNER'S FULL LEGAL NAME AND TITLE
OR INDIVIDUAL AGENT'S FULL LEGAL NAME AND TITLE

DATE SIGNED (MM/DD/YY)

Part VII—Background Information and Fingerprints

This part must be completed by all applicants except, Public Insurance Adjuster applicants. Public insurance adjuster license applicants must complete Part III and skip this part.

1. I am a **resident** of Texas and:

- ☐ a. I have attached a copy of my fingerprint receipt evidencing that my fingerprints have been submitted to the Texas Department of Public Safety (see **Fingerprint Requirements and Instructions** at <http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf> for complete fingerprinting instructions) **or**
- ☐ b. I have an active TDI agent/adjuster license and I have already submitted fingerprints to TDI **or**
- ☐ c. I have an active TDI license or registration, other than an agent/adjuster license, and I have already submitted my fingerprints to TDI with a _____

TYPE OF APPLICATION OR FILING

on _____

DATE FINGERPRINTS SUBMITTED TO TDI (MM/DD/YY)

Resident applicants must include a copy of their fingerprint receipt unless the applicant (1) has an active TDI license or registration and (2) submitted fingerprints to TDI with another license application or TDI filing. **Fingerprints will be used to check criminal history records of the Texas Department of Public Safety and the Federal Bureau of Investigation in accordance with applicable statutes.**

2. I am a **nonresident** of Texas applying for a **Designated Home State Adjuster** License, and I am a resident of another state that does not license adjusters for the line of authority sought on page 1. I have met the Texas fingerprint requirement by either a or b or c as I have indicated below.

- ☐ a. I have attached a copy of my fingerprint receipt evidencing that my fingerprints have been submitted to the Texas Department of Public Safety (see page 11 for complete fingerprinting instructions) **or**
- ☐ b. I have an active TDI agent/adjuster license and I have already submitted fingerprints to TDI **or**
- ☐ c. I have an active TDI license or registration, other than an agent/adjuster license, and I have already submitted my fingerprints to TDI with a _____

TYPE OF APPLICATION OR FILING

on _____

DATE FINGERPRINTS SUBMITTED TO TDI (MM/DD/YY)

3. I am a **nonresident of Texas, and I have met the background information requirement** as follows:

- ☐ a. I have attached my criminal history records that I have acquired from my resident state's law enforcement agency **or**
- ☐ b. I have attached a copy of my fingerprint receipt from IdentoGo by MorphoTrust USA evidencing that my fingerprints have been submitted to the Texas Department of Public Safety.

All nonresident license applicants who do not hold a current insurance license in good standing in the applicant's state of residence shall, through the **law enforcement agency of the state of residence**, submit a copy of the applicant's criminal history records. If the resident state will not provide a criminal history record for licensing purposes, the applicant must provide a fingerprint receipt evidencing that fingerprints have been submitted to the Texas Department of Public Safety (see page 11 for complete fingerprinting instructions).

Part VIII–Individual Applicant Signature Page (to be completed by all applicants)

All Applicants must read, sign, and have this section notarized before submitting the license application.

I have read the Texas Department of Insurance Licensing Candidate Handbook and hereby certify that I have personally answered each of the questions herein and that the answers are true and correct to the best of my knowledge and belief. I further certify that I am aware of the provisions of the Texas Insurance Code and the rules and regulations promulgated by the Texas Department of Insurance which relate to the issuance of the license for which I am applying and the grounds under which such license may be denied, suspended, revoked or non-renewed, and that I meet the requirements for the license type applied for herein. I further acknowledge that I am subject to both disciplinary action and criminal prosecution if my application contains a false, fictitious, or fraudulent statement or entry with regard to any material fact.

I understand that fingerprints provided with this application shall be used to check criminal history records of the Texas Department of Public Safety and the Federal Bureau of Investigation in accordance with applicable statutes.

I acknowledge and understand that I have the duty to inform the Commissioner of Insurance of any disciplinary action taken against me in any other state in which I may be licensed within thirty (30) days of the happening of such disciplinary action.

I further acknowledge that I have the duty to update the information contained on this application, including a change of my address, and that failure to do so may constitute grounds for revocation or suspension of my insurance license(s).

I understand all applications are subject to further review. Any affirmative response to a screening question may extend processing times. Failure to disclose criminal history information may result in denial of license.

SIGNATURE OF APPLICANT

FULL LEGAL NAME OF APPLICANT (PRINT OR TYPE) LAST NAME

FIRST NAME

MIDDLE NAME

SUFFIX

The State of, _____ County of _____,

Before me, _____, on this day personally appeared
(PRINTED NAME OF NOTARY PUBLIC)

_____, known to me (or proved to me
(PRINTED FULL LEGAL NAME OF APPLICANT)

on the oath of _____ or through _____)
(PRINTED NAME OF WITNESS KNOWN TO NOTARY PUBLIC) (DESCRIPTION OF IDENTITY CARD OR OTHER DOCUMENT)

to be the person whose name is subscribed to the foregoing instrument, and acknowledged to me that (s)he executed the same for the purposes and consideration therein expressed.

Given under my hand and seal of office this _____ day of _____, A.D. _____

(NOTARY SEAL)

(NOTARY PUBLIC SIGNATURE)

Notary Public, State of _____

Send completed application along with a check or a money order that is made payable to **Pearson VUE**, and all other required documents to:

DataStream Technologies
18568 Forty Six Pkwy, Suite 2001
Spring Branch, TX, 78070
(888) 325-6580

Do not send any exam fees to DataStream Technologies.

General Information

LICENSE TYPE	PART I	PART II	PART III	PART IV	PART V	PART VI	PART VII	PART VIII
*General Lines–LAH (§ 4054.051)	●					◆	●	●
*General Lines–P&C (§ 4051.051)	●					◆	●	●
*Life Agent (Chapter 4054)	●					◆	●	●
Life & Health Insurance Counselor (Chapter 4052)	●						●	●
*Personal Lines Property and Casualty (Chapter 4051)	●					◆	●	●
*Limited Lines (§ 4054.101 and § 4051.101)	●					◆	●	●
Insurance Service Representative (§ 4051.151)	●				●		●	●
*Managing General Agent (Chapter 4053)	●					◆	●	●
Surplus Lines Agent (Chapter 981)	●			●			●	●
Risk Manager (Chapter 4153)	●						●	●
Public Insurance Adjuster (Chapter 4102)	●		●					●
Adjuster–All Lines (Chapter 4101)	●	●					●	●
Adjuster–P&C (Chapter 4101)	●	●					●	●
Adjuster–Workers' Comp (Chapter 4101)	●	●					●	●
Adjuster–All Lines Designated Home State Texas (Chapter 4101)	●	●					●	●
Adjuster–P&C Designated Home State Texas (Chapter 4101)	●	●					●	●
Adjuster–Workers' Comp Designated Home State (Chapter 4101)	●	●					●	●

● Required parts

* A temporary license is available for this license type. A Part VI, Notice of Appointment is required for a temporary license, otherwise the Notice of Appointment is optional on this original application.

◆ Notice of Appointment is optional for these types on an original application. However, not later than the 30th day after the effective date of the agent's appointment by an insurance company, or subagent's appointment by a General Lines agent/agency, a Notice of Appointment with the \$10 fee must be submitted to TDI, if the Notice of Appointment is not made on this application.

License type information and descriptions, including examination requirements and exemptions, may be found at www.tdi.texas.gov/licensing/agent/aglityp.html

Send completed application along with a check or a money order that is made payable to **Pearson VUE**, and all other required documents to:

DataStream Technologies, 18568 Forty Six Pkwy, Suite 2001, Spring Branch, TX, 78070

Notice About Certain Information Laws and Practices

With few exceptions, you are entitled to be informed about the information that the Texas Department of Insurance (TDI) collects about you. Under Sections 552.021 and 552.023 of the *Texas Government Code*, you have a right to review or receive copies of information about yourself, including private information. However, TDI may withhold information for reasons other than to protect your right to privacy. Under Section 559.004 of the *Texas Government Code*, you are entitled to request that TDI correct information that TDI has about you that is incorrect. For more information about the procedure and costs for obtaining information from TDI or about the procedure for correcting information kept by TDI, please contact the Agency Counsel Section of TDI's Legal and Regulatory Affairs Program at **AgencyCounsel@tdi.state.tx.us** or you may refer to the Corrections Procedure section on our websites.

Fees: 28 Texas Administrative Code §§ 19-801–19.802: All \$50 application and \$150 temporary license application fees are nonrefundable and nontransferable as authorized by the *Texas Insurance Code*. Make check or money order payable to Pearson VUE.

Applicants with Expired Licenses: If a person's license has been expired for more than 90 days but less than one year, the person may not renew the license, but is entitled to a new license without taking the applicable examination if the person submits to TDI a new application, the license fee, and an additional fee equal to one-half of the license fee. If a person's license has been expired for one year or more, the person may obtain a new license by submitting to reexamination, if examination is required for original issuance of the license, and complying with the requirements and procedures for obtaining an original license.

General Information (*continued*)

Temporary License Applicants: Only applicants applying for a General Lines Agents [GL], Life Agents [LAGT], Limited Lines Agents [LL], Managing General Agents [MGA], Personal Lines Property and Casualty Agents [PLPC] *License* may apply for a temporary license with this application. The temporary license application must include a completed Notice of Appointment, Part VI. The temporary license is valid for 90 days after the date of issuance.

A temporary license may not be renewed or issued more than once in a consecutive six-month period to the same applicant.

Nonresident Adjuster Designating Texas as Resident State – Some states do not license adjusters. A resident of one of those states may obtain a Texas adjuster license by meeting all Texas resident license requirements and then designating Texas as the home state for the adjuster license only. Nonresident Adjuster Designating Texas as Resident State must comply with the continuing education requirements as outlined in *Texas Insurance Code* §4101.059 and 28 *Texas Administrative Code* §§19.1001-19.1020.

Names: Applicants must supply their full, legal name and not a nickname. For instance, a Christopher may not apply as Chris.

Addresses: The official Resident address provided in Part 1, number 3 is where you live. The official mailing address provided in Part I, number 4 must be your permanent mailing address and is the address of record to which licenses, official correspondence, forms, notices and other information will be sent. Address changes must be reported to TDI as required in the *Texas Insurance Code*, § 4001.252 and § 4003.009. If there are any address changes, the applicant/agent must notify TDI, in writing, either by fax to 512-490-1029 or by mail to:

Texas Department of Insurance
Agent and Adjuster Licensing
Mail Code 107-1A P O Box 149104
Austin, TX 78714-9104

You may obtain the *Licensee Address Change Request Form* FIN533 at www.tdi.texas.gov/forms/form11.html.

All address change requests must be dated and signed by the license holder.

Fingerprinting: The fingerprint requirement is authorized in *Texas Insurance Code* §801.056 and amended 28 TAC §1.501 and §§1.503 – 1.509. The complete text of the rule may be accessed at <http://www.tdi.texas.gov/rules/2006/1003e-059.html>.

Applicants claiming exemption from the fingerprint requirement based on 28 TAC §1.504(b) must provide information on the type of license application or TDI filing with which the fingerprints were submitted and the date the fingerprints were submitted to TDI.

The Texas Department of Insurance **strongly encourages applicants to utilize electronic fingerprinting** through approved vendors as authorized under the rule. Electronic fingerprinting is fast and accurate, and in most cases will avoid potential delays in the processing of your submission.

Fingerprint cards are no longer accepted by TDI. Please see *Exception to Electronic Fingerprinting* on page 2 of **Fingerprint Requirements and Instructions** at <http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf> when it is not possible for you to get electronically fingerprinted.

For detailed information about fee requirements see **Fingerprint Requirements and Instructions** at <http://www.tdi.texas.gov/licensing/agent/documents/fpinstructions.pdf>.

TDI cannot complete processing an application until it receives a criminal history report from DPS and FBI for applicants required to provide a fingerprint receipt.

References: You may view the Texas Insurance Code at <http://www.statutes.legis.state.tx.us/> and the Texas Administrative Code at [http://texreg.sos.state.tx.us/public/readtac\\$ext.viewtac](http://texreg.sos.state.tx.us/public/readtac$ext.viewtac).

DUPLICATE SCORE REQUEST FORM

Use this form to request that Pearson VUE send a duplicate copy of your score report to you.

You may request one free duplicate score report.

Please print or type all information on this form and either email or mail your request to Pearson VUE. It is strongly suggested that you email your request to pearsonvuecustomerservice@pearson.com; however if you are unable to email, please mail your request to:

Pearson VUE
TEXAS INSURANCE
DUPLICATE SCORE Request
5601 Green Valley Drive
Bloomington, MN 55437

I hereby authorize Pearson VUE to send me at the email address below a duplicate of my score report from the insurance examination.

Signature	Date
Name	
Email Address	

If you do not have a valid email address please include your physical mailing address below.

Address		
City	State	ZIP

If the above information was different at the time you tested, please indicate original information below.

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 13 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	
<p>Candidates should contact Pearson VUE with questions about additional time.</p> <p>PEARSON VUE SPECIAL ACCOMMODATIONS/ESL</p> <p>5715 West Old Shakopee Road • Bloomington, MN 55437</p> <p>Phone (800) 466-0450 • Fax (610) 617-9397</p>		

GENERAL INFORMATION

CANDIDATES MAY CALL (888) 754-7667 TO MAKE AN EXAM RESERVATION.

Candidates may test at any of our US test centers.

TEST CENTERS

LOCATION	ADDRESS	SCHEDULE
Abilene area	500 Chestnut St, Ste. 856, Abilene, TX 79602	1-2 days per week, average 8 hours per day
Amarillo area	1616 S Kentucky, Ste. C305, Amarillo, TX 79102	1-2 days per week, average 8 hours per day
Austin area (2 sites)	1701 Directors Blvd., South Park One, Ste. 350, Austin, TX 78744	3-4 days per week, average 8 hours per day
	505 East Huntland Drive, 3rd Floor, Ste. 330 Centennial Towers, Austin, TX 78752	1-2 days per week, average 8 hours per day
Corpus Christi area	4646 Corona Drive, Ste. 175, Corona South Bldg., Corpus Christi, TX 78411	1-2 days per week, average 8 hours per day
Dallas area	12801 North Central Expressway, Ste. 820, Dallas, TX 75243	3-4 days per week, average 8 hours per day
	4100 Midway Road Ste. 1000, International Business Park, Carrollton, TX 75007	3-4 days per week, average 8 hours per day
El Paso area	4110 Rio Bravo Street, Ste. 222, El Paso, TX 79902	1-2 days per week, average 8 hours per day
Fort Worth area	500 Grapevine Hwy., Ste. 401, Hurst, TX 76054-2707	3-4 days per week, average 8 hours per day
Harlingen area	222 East Van Buren, Ste. 610, Bank of America Bldg., Harlingen, TX 78550	1-2 days per week, average 8 hours per day
Houston area (4 sites)	14425 Torrey Chase Blvd., Ste. 240, Houston, TX 77014	3-4 days per week, average 8 hours per day
	8876 Gulf Freeway, 8876 Gulf Freeway Bldg., Ste. 220, Houston, TX 77017	3-4 days per week, average 8 hours per day
	6800 West Loop S, Prosperity Bank Bldg, Ste. 405, Bellaire, TX 77401	3-4 days per week, average 8 hours per day
	2424 Wilcrest, Ste. 104, Houston, TX 77042	5-6 days per week, average 8 hours per day
Lubbock area	1500 Broadway St, Wells Fargo Center, Ste. 1113, Lubbock, TX 79401	1-2 days per week, average 8 hours per day
Midland area	3300 North A Street, Bldg. 4, Ste. 228, Midland, TX 79705-5457	1-2 days per week, average 8 hours per day
San Antonio area (2 sites)	6100 Bandera Road, Stonewater Tower West, Ste. 407, San Antonio, TX 78238	3-4 days per week, average 8 hours per day
	10000 San Pedro Ave, Ste. 175, San Antonio, TX 78216	1-2 days per week, average 8 hours per day
Sugar Land	2245 Texas Drive, Ste. 190, Sugar Land Towne Center, Sugar Land, Texas 77478	1-2 days per week, average 8 hours per day
Tyler area	909 East Southeast Loop 323, One America Center, Ste. 625, Tyler, TX 75701	1-2 days per week, average 8 hours per day
Waco area	1105 Wooded Acres Dr, Wells Fargo Bank Bldg., Ste. 406, Waco, TX 76710	1-2 days per week, average 8 hours per day

Locations and schedules are subject to change.

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	