

Exam & License Application Process

Frequently Asked Questions

Q: How do I sign up for my exam?

A: The student is responsible for scheduling their state exam. You will need to contact the testing company, PSI Exams, to sign up for your exam. Mike Russ Schools cannot schedule exams for students. PSI Exams' phone number is: 800.733.9267, and their website is www.psiexams.com. Step-by-step instructions for signing up for your exam can be found here:

<http://www.mikeruss.org/main/uploads/How%20to%20Sign%20Up%20for%20State%20Exam.pdf?id=2>

Q: How many questions are on the exam?

A: You can find details on the number of questions and exam time limit on the DOI website here: <http://www.insurance.ca.gov/0200-industry/0010-producer-online-services/0200-exam-info/ExamTimesandQuestion.cfm>

Q: Do I need to get fingerprinted?

A: If you currently have no active insurance license on file with the CA Department of Insurance, you are required to complete the fingerprinting & background check through the DOJ/CDI. You can get fingerprinted through any DOI-approved LiveScan vendor. We recommend verifying the LiveScan vendor you select is approved to transmit fingerprints for the Department of Insurance before you pay anything/complete any forms. Most PSI Exams testing centers provide fingerprinting services on site.

Q: When do I submit my application for the insurance license?

A: You will not be able to submit your license application until after you pass your state exam. After you pass your state exam, PSI will give you your score sheet, which also contains your 10-digit DOI ID number and instructions for submitting your application. Use this information provided by PSI to submit your license application. You can find more info on the application process on the DOI website

here: <https://www.insurance.ca.gov/0200-industry/0010-producer-online-services/0100-flash/index.cfm>

Q: How long is my certificate of completion valid?

A: Your certificate of completion is valid for 3 years from the course completion date. After 3 years, your hours are no longer valid and you must complete the pre-licensing course again to get licensed.

Q: How long are my fingerprints valid?

A: Your fingerprints are valid for 1 year from completion date. After 1 year, you must get fingerprinted again in order to get licensed.

Q: How long is my exam score valid?

A: A passing score is valid with the DOI for 1 year. After 1 year, your passing score is no longer valid and you must retake the state exam to get licensed.

Q: How to do I know when my license gets issued?

A: If your application has been processed and accepted, the DOI will contact you via the email you provided on your application to notify you that your license has been issued. They do NOT mail paper copies of your license.

Q: How can I check the status of my application?

A: License applications usually take about 4-6 weeks to be processed by the DOI. If you have not heard back from the DOI after this time has passed, you can call the DOI directly to check your license application status. Their phone number is 800.967.9331. Mike Russ Schools cannot check your application status.