

# **Insurance Pre-Licensing (LIVE) Frequently Asked Questions**

**Q: What is the difference between the 40 and 52-hour course? What is the difference between the 20 and 32-hour course?**

A: The difference between these courses is the 12 hours of Code & Ethics. If you currently do not have any ACTIVE California Insurance Licenses, you must complete the 12 hour Code & Ethics course to get licensed. If you currently have an ACTIVE California Insurance License, you do not need to repeat this course to add on to your license.

**Q: When do I get my material?**

A: If you paid for shipping, your material will be sent to you (the student) via UPS. Material is sent out the next business day after an order is placed. If you did not pay for shipping, you can pick your material up on the first day of your class.

**Q: Can I be late to my pre-licensing class?**

A: In order to receive credit, the DOI requires that you are no more than 20 minutes late. If you are more than 20 minutes late, you will not receive credit for the segment, and will have to come back and make up the segment that you missed before a certificate can be issued. You can make up missed segments at any of our locations-just make sure to check the schedule for the location you plan on attending, and bring your attendance card(s) with you when you go make up a class.

**Q: Can I leave early and still get credit?**

A: No, if you have to leave early, you will not receive credit for the segment, and will have to come back and make up the segment that you missed before a certificate can be issued. You can make up missed segments at any of our locations-just make sure to check the schedule for the location you plan on attending, and bring your attendance card(s) with you when you go make up a class.

**Q: What happens if I have to miss a day because I am sick or have a scheduling conflict?**

A: If you miss a day, you are required to come back and make up that day before a certificate of completion can be issued. You can make up missed days/segments at any of our locations-just make sure to check the schedule for the location you plan on attending, and bring your attendance card(s) and a photo ID with you when you go make up a class.

**Q: What if I am unable to attend the class for the dates I selected?**

A: If you need to reschedule your class, please call our office (800.724.5661). You have 1 year from your purchase date to complete your classes.

**Q: Is there a dress code?**

A: There is no specific dress code. We recommend you wear clothing you will be comfortable sitting in for 8 hours per day.

**Q: When do I take my Crash Course (Review)?**

A: The crash course (review class) will be the last 2 days of your live pre-licensing course.

**Q: When do I get my certificate of completion?**

A: Your certificate of completion will be given to you once you have completed all of your segments and hand in your attendance card to the staff. We must receive your completed attendance card in order to issue your certificates and file your hours with the Department of Insurance.

**Q: What do I need to do with my certificate?**

A: The certificate of completion is just for your records. Mike Russ Schools will file your hours with the DOI once you have completed your pre-licensing classes. The DOI requires you keep the certificates in your records for 5 years-they may request a copy of your certificate during their application process.