

AGENT SERVICES

TO: All Interested Parties

FROM: Agent Services Division

DATE: September 13, 2013

RE: **North Carolina Insurance Testing Updates**

Agent Services Division (ASD) is pleased to announce it has entered into a new contract with Pearson VUE effective September 2, 2013, and they will continue to provide professional testing services for insurance licensing. ASD sought improvements in insurance exam availability, customer service, and security in this new contract term.

In the first week of October, representatives from Pearson VUE and ASD will be holding free informational meetings for insurance pre-licensing providers, company licensing staff, and other interested industry parties in which the following enhanced services will be covered:

- The exam fee for a pre-registered insurance applicant reduced to \$46.00
- Reservation lead time for exams reduced to 24 hours
- Expanded testing hours/days including Saturdays at current test center locations
- Two new test centers- a Winston-Salem location and an additional center in Charlotte
- Increased security with candidate verification by palm vein recognition technology

As a convenience, the in person meetings will be hosted in 3 cities in North Carolina and there will be 2 webinars held for those that are unable to attend in person. If you are interested in attending any of these meetings, please use the following link to view and select the meeting that you would like to attend: <http://www.surveymonkey.com/s/CN8GBVZ>

If you have any other questions, please contact the Agent Service Division at (919) 807-6800.

