

## PROCEDURES FOR DUPLICATE PHOTO LICENSE REQUESTS

In order to receive your redesigned bail bond license, you must complete the following **Duplicate Photo License Request Process** on or after August 31, 2009, through the Department's testing vendor Pearson VUE.

Pearson VUE will only be able to provide duplicate licenses for bail bond licensees whose active license status is confirmed by the Agent Services Division. Prior to contacting Pearson VUE to make a reservation, please check the status of your license(s) on the Individual Lookup for License Status located on the Department's website at [http://www.ncdoi.com/asd/asd\\_home.asp](http://www.ncdoi.com/asd/asd_home.asp). Please complete any name or address changes to your current licensing record through the Agent Services Division prior to requesting a duplicate license reservation from Pearson VUE.

Please contact Pearson VUE at (866) 936-7780 to make a phone reservation for a duplicate license. Duplicate license reservations may be made Monday through Friday from 8am to 11pm, Saturday from 8am to 5pm, and on Sunday from 10am to 4pm.

When making your reservation by phone with Pearson VUE, please have the following available:

- Your full legal name, address, daytime telephone number, and date of birth.
- The name of the DUPLICATE license(s) you are scheduling:
  - **PB DUPLICATE Professional Bail Bondsman**
  - **RB DUPLICATE Bail Bond Runner**
  - **SB DUPLICATE Surety Bail Bondsman**
- The preferred duplicate license reservation date and test center location with four digit code as follows: Wilmington-3442, Raleigh-3443, Statesville-3444, Huntersville-3445, Asheville-3446 or New Bern-3447.
- A pencil or pen available to record reservation information.

Please note that a separate reservation must be made for EACH bail bond license. Licensees should also confirm with Pearson VUE reservation staff that the correct bail bond license type(s) is entered for the reservation request.

**ON YOUR RESERVATION DATE:** You are required to provide the Pearson VUE test center with your reservation confirmation number and two forms of signature identification - one of which is photo bearing (NC DMV issued license or identification card). The duplicate license photo session at Pearson VUE will take an average of fifteen minutes to complete. Bail bond licensees whose active license status is confirmed by the Agent Services Division will receive their licenses via U.S. Postal Service from Pearson VUE within approximately 7-10 business days.

Additional information on Pearson VUE test center polices and procedures can be reviewed in the Bail Bondsman Licensing Examination Candidate Guide on the Department's website [www.ncdoi.com](http://www.ncdoi.com).

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