



RICARDO LARA
CALIFORNIA INSURANCE COMMISSIONER

NOTICE

TO: All Admitted Insurers, Agents, Brokers, Adjusters, Bail Agents, Prelicensing and Continuing Education Providers, and Other Interested Parties

FROM: Licensing Services Division, Curriculum Review Section

DATE: August 17, 2020

SUBJECT: License Examination Remote Testing to Begin Monday, August 24, 2020

Beginning Monday, August 24, 2020, license applicants who are required to take a license examination will have the option to take a remote online proctored examination for all insurance licensing examinations. Remote testing will provide more flexibility to insurance license candidates, particularly in light of existing COVID-19 social distancing requirements and local public health orders. The remote online examinations will be proctored by CDI's license examination vendor, PSI Services LLC (PSI), through PSI's Bridge™ technology. The PSI Bridge™ platform provides secure and flexible remote proctoring services. CDI will continue to partner with PSI to maintain the integrity and security of the examination process.

With the launch of remote testing, a license applicant will have the option to take a PSI Remote Test, or schedule an examination at CDI's Los Angeles test center, or at one of PSI's 20 test centers located throughout California. The test centers maintain appropriate social distancing practices and the number of allowed examinees is consistent with applicable state and local public health directives to protect the health and safety of its employees and the public.

To schedule a PSI Remote Test, the license applicant's desktop computer or laptop must have a webcam, a microphone, and an Internet connection (e.g. smartphones and tablets are not compatible with PSI's Bridge™ technology requirements). The license applicants' devices will also be tested for technology compatibility during the remote test scheduling. In addition, the location where the license examination will be taken must be suitable for remote testing (e.g. a private area that is free from disruptions).

If the license applicant's devices and/or Internet connection do not meet PSI Bridge™ technology's requirements or if the location is not suitable for remote testing, the license examinee will need to schedule a license examination at either CDI's Los Angeles test center or at one of PSI's 20 test centers located throughout California. CDI asks applicants to take their examination at their scheduled time or reschedule the examination as soon as possible to allow others to be able to fill that vacant examination seat.

Transition Information

From August 20, 2020 through August 23, 2020, PSI will be moving CDI's license examinations to PSI's Bridge™ technology to launch PSI's Remote Testing. During that time, license applicants will not be able to schedule a license examination. However, license applicants who previously scheduled license examinations for those dates up to the date of this Notice will be able to take examinations at their chosen test centers.

Contact Information

To schedule a license examination or if you need additional information about PSI's license examinations including the exact specifications required to take a remote online examination, please contact PSI at www.psiexams.com or by telephone at (833) 518-7456.

For all other questions, please contact CDI's Curriculum Review Section by email at CDI.Education@insurance.ca.gov or by telephone at (916) 492-3064.