

# 2021 Registration Booklet

## The Institutes' Exams (January 2021 Update)

**Note:** Use this booklet to register for all Institutes windows based exams except AAI® segmented exams offered through state associations. For those AAI segmented exams, see registration materials provided by the class sponsor. Additional special instructions for international examinees are presented on page 13. For the most current study materials and exam information, please view the electronic version of this registration booklet on our website, TheInstitutes.org.

### Personal Information and Confidentiality

**Updating Personal Information:** At any time you may contact The Institutes at (800) 644-2101 to update your personally identifiable information, and opt-in or opt-out of any service. We will provide opt-in and opt-out opportunities as applicable to the service or product being offered.

Acceptance of The Institutes Privacy Statement: Enrolling in any Institutes course, registering for an exam or holding an Institutes certification or designation indicates your knowledge and acceptance of The Institutes Privacy Statement. For more details, please visit [TheInstitutes.org/privacy](http://TheInstitutes.org/privacy).

### Exam Information and Study Materials

**Computer Exam Administration:** Computer administration is the method for test delivery unless otherwise noted. Most of the Institutes' computer-based examinations are administered in a two month time period called a testing window. Dates for the testing windows are:

- January 15-March 15
- April 15-June 15
- July 15-September 15
- October 15-December 15

**Current Study Material:** Course guides and textbooks are revised periodically. Be sure you have the correct edition of the course guide and textbook(s) for the testing window in which you plan to take your exam.

If you register by telephone, ask a Customer Success representative about study materials, or email your question to [CustomerSuccess@TheInstitutes.org](mailto:CustomerSuccess@TheInstitutes.org). Provide information about both the exam and the testing window in which you plan to take an exam. Information about The Institutes' educational programs is available at our website and in our catalog, which can be downloaded from the website.

**Segmented Exams:** Some computer exams are offered in a segmented format. The segmented exam delivery method breaks a traditional exam into two to four separate exams that are shorter in length than a traditional examination. Examinees prepare for and take each segment individually; passing all segmented exams for a single course earns credit for the entire course. Segmented exams are available on computer for many of the courses in the AAI, AINS, AIC, API, ARM, and SPPA programs at Prometric Testing Centers and on-site testing centers.

<b>25-30 Multiple Choice Question Exams: 45 Minutes</b>	
ACSR 1-7,10,11,12	
<b>30 Multiple Choice Question Exams: 1 Hour</b>	
ACSR 8, 9	
<b>Segmented 15-40 Multiple Choice Question Exams: 1 Hour</b>	
AINS 21, 22, 23, 24	SPPA 30
AIC 30, 31, 32, 37, 39, 41, 44	AAI 81, 82, 83
ARM 400, 401, 402	WCCA 10, 11, 12, 14, 15
API 28, 29	
<b>40-65 Multiple Choice Question Exams: 1.5 Hours</b>	
CPCU 500	AFSB 151
API 28, 29	SPPA 30
AIC 37, 41, 47	AU 60, 61, 62, 67
AAI 87	AIAF 114,115
Cyber 301	AIDA 181, 182
PRC 320	
<b>50-90 Multiple Choice Question Exams: 2 Hours</b>	
AINS® 21, 22, 23, 24	AIC™ 30, 31, 32, 39, 44, 48, 49
AIS 25	AAI® 81, 82, 83
AIM™ 40, 44	AIT™ 134
ARM™ 400, 401, 402	AFSB® 152, 153
APA® 91, 92	ANFI® 205, 206
AMIM® 121,122	CPCU 520, 530, 540, 551, 552, 553, 555, 556, 557
ARe™ 143, 144	IR 201
ASLI™ 163, 164	SM 18, 19
CA 1, CA 2, iCAS/ISCM CR2B	WCCA™ 10, 11, 12, 14, 15
Ethics 311, 312	
WCCP® 16, 17, 18, 20	
<b>100 Multiple Choice Question Exams: 3 Hours</b>	
iCAS PC1	iCAS ISCM CR2A
iCAS DS1	

# Important Program Information and Changes

## Please read before registering.

Online courses and textbooks are revised periodically. Be sure you have the correct edition for the testing window you plan to take your exam. Check with The Institutes' Customer Success to verify that your study material matches the exam.

### Online Courses

- Some Institutes courses such as Ethics 311 and 312, ANFI 206, and courses in WCCA and ACSR are available year-round.
- Ethics 311 and 312, ANFI 206, WCCA, and ACSR exams are available online only and are not offered at Prometric Testing Centers.
- ANFI 206 and WCCA exams are open-book exams.
- A proctor is required for ANFI 206, WCCA, and ACSR exams. Please refer to page 10 or contact Customer Success at (800) 644-2101 for a list of acceptable proctors.

### Ethics Requirement

- To earn an Institutes designation, you must pass the exam for either Ethics 311 or Ethics 312. If you plan to pursue the CPCU designation, you should take the Ethics 312 course instead of Ethics 311.
- Both Ethics exams have 50 questions and are offered free of charge.
- There is a nominal \$5.50 administrative fee to process continuing education (CE) credit for passing an ethics exam.
- For more information or to register, go to [TheInstitutes.org](http://TheInstitutes.org) or call Customer Success at (800) 644-2101.

### COVID-19 Exam Update

- As events related to COVID-19 continue to evolve, The Institutes will provide updates on new, flexible ways to support you on your learning journey.
- Please visit [web.theinstitutes.org/exam-updates](http://web.theinstitutes.org/exam-updates) for the latest updates regarding exams during the COVID-19 outbreak. If you have any questions, please call us at (800) 644-2101.

### Course Revision

The following study materials were revised:

- AFSB 153 – Mastering Commercial Surety Bonding and Crime Insurance, 1<sup>st</sup> edition

**The exams based on the previous edition are available until March 15, 2021.**

**The exams will be based on the newly revised content effective April 15, 2021.**

### Exam Update

Effective April 15, 2021, all exams will have the following structure:

- 50 questions
- 65 minutes

# Planning for Your Exam

General Exam Information	
<b>Exam Format</b>	Exams are administered on the computer. Computer administered exams are preceded by an optional 30-minute tutorial and are followed by a brief survey.
<b>Testing Centers</b>	<p>Computer exams are administered at Prometric Testing Centers and at Institutes-approved on-site testing centers, usually an employer facility.</p> <p><b>On-site testing centers:</b> Visit The Institutes' website at <a href="http://TheInstitutes.org">TheInstitutes.org</a> to locate a center.</p> <p><b>Prometric Testing Centers:</b> Prometric centers are located in more than 550 cities in 160 countries. Log on to <a href="http://Prometric.com/TheInstitutes">Prometric.com/TheInstitutes</a> to find a center. Examinees must arrive at Prometric Testing Centers at least 30 minutes before a scheduled appointment for check-in. A late arrival could result in a Did Not Sit (DNS) appointment cancellation and loss of the entire registration fee.</p>
<b>Fees</b>	Fees vary by program, test location, and employment. See pages 11 and 12. Refer to page 10 for information about individuals who qualify for a reduced registration fee.
<b>Registration Cancellations</b>	Exam cancellation will result in forfeiture of the full or partial registration fee depending on the time of cancellation. See page 6 for cancellation and credit forfeiture policies.
<b>Retesting</b>	Examinees may take the same exam a maximum of two times during a given testing window and a maximum of four times during a calendar year. All exam retakes are subject to the full applicable exam registration fee.
<b>Employer-Paid Exam Fees</b>	Employer-paid fees are issued to the individual examinee's account. Fees are not transferable to another examinee. If you leave an employer before taking an exam, The Institutes will credit your former employer.
<b>Special Arrangements</b>	The Institutes make every effort to assist students who have disabilities that require special exam arrangements. We do not charge for this service, but we require current documentation of disability and a professional's explanation of how the disability affects your ability to take an exam. Submit a written request no later than the first day of the testing window for which you wish to register. Email <a href="mailto:Assessments@TheInstitutes.org">Assessments@TheInstitutes.org</a> to apply.

State Continuing Education Credit Examinee's Responsibility
<p><b>Important Note Regarding CE Filing:</b></p> <ul style="list-style-type: none"> <li>The Institutes file state CE credits according to the statutes of the state(s) in which you are licensed. It is your responsibility to understand the proctoring and test administration requirements in your state(s), particularly if you will test at an on-site location. Verify that the on-site testing environment, both the facility and the proctor, comply with state CE requirements before making an appointment.</li> <li>Failure to provide The Institutes with your current license information may result in state CE credits not being filed. Some states do not permit late reporting and some allow it with an extra fee. Any late filing fees and charges will be the sole responsibility of the student.</li> <li>To ensure prompt filing of your state CE credits, log in to The Institutes' website, <a href="http://TheInstitutes.org">TheInstitutes.org</a>. When your account comes up, click on Learning Resources and scroll down and click on State Continuing Education Licensing Information. Or, call The Institutes before sitting for an exam to update your record. When you have passed the identified exam, The Institutes will file the CE credit in all requested states.</li> <li>Contact the applicable state licensing entity if you have questions regarding state CE requirements.</li> </ul>

## Preparing to Take an Institutes Exam

Examinees must register for an exam with The Institutes and then schedule an appointment to take the exam. Purchasing study materials does not register you for an exam. See registration instructions that follow and review page 2 for any special registration instructions for courses that have been revised.

Registering for an Exam	
<b>How to Register</b>	<p><b>Online:</b> TheInstitutes.org</p> <p><b>Phone:</b> (800) 644-2101 Monday–Friday 8 am to 6 pm ET</p> <p><b>Fax:</b> (610) 640-9576</p> <p><b>Mail:</b> 720 Providence Rd., Suite 100, Malvern, PA 19355-3433</p> <p><b>Registration Form (for mail-in or fax):</b> See page 14</p>
<b>Payment</b>	The Institutes accept American Express, Diners Club, Discover, MasterCard, and VISA. Mailed registrations also may be paid by check or money order. Fees are nonrefundable and nontransferable and must be paid in U.S. currency.
<b>Identification</b>	Register for an exam using your name exactly as it appears on the valid government-issued photo ID with signature that you will present at the testing center. If you have any questions, call The Institutes before scheduling your appointment. For unique situations, such as only one name or a recent name change, please contact The Institutes immediately.
<b>Computer Exam Registration Deadlines</b>	See the chart on page 11 for exam fees and fee deadlines. While there is no registration deadline, anyone planning to register for an exam at a Prometric Testing Center or on-site during the final days of a testing window (which end on the 15th of March, June, September, December) should confirm that seats are available before registering. Otherwise, registering for an exam during a testing window in which you do not sit for an exam will result in a registration transfer fee to the next testing window.
<b>Exam Registration Confirmation Notice</b>	The Institutes send an electronic registration confirmation if an email address is provided. Please read the confirmation completely. Check it for accuracy, and notify The Institutes immediately if there is an error. A separate confirmation notice is sent for each exam registration.

## Scheduling a Computer-Administered Exam Appointment

Schedule your appointment when you know you will be ready to sit for the exam. Otherwise, you could incur additional fees. See pages 6 and 12.

- Prometric will charge a \$50 fee to students who reschedule their appointments within three to twelve business days prior to a test date.
- Transferring the registration to the next testing window will incur a transfer fee from The Institutes.
- Canceling a Prometric appointment within three days of a scheduled exam date will forfeit the entire registration fee. You will be charged the entire registration fee to sit for the exam at a later date.

Also, scheduling an appointment far in advance and then canceling could deprive another examinee of a desired testing date and time. Be considerate of others. Still, we do recommend scheduling the exam appointment early in the testing window in case the exam must be rescheduled or retaken.

### Scheduling a Computer Exam Appointment

<b>Appointment Waiting Period</b>	<p><b>Online and Telephone Registration—</b> Appointments can be made approximately 30 minutes after registering.</p> <p><b>Fax Registration—</b>Wait two business days.</p> <p><b>Mail Registration—</b>Wait two weeks.</p> <p>Or you may schedule an appointment immediately after receiving your Examination Registration Confirmation Notice.</p>
<b>On-site Testing Centers</b>	Examinees should communicate directly with the on-site testing center to schedule an appointment. The link to approved on-site testing centers displays as part of the exam registration process.
<b>Prometric Testing Centers</b>	To locate a Prometric Testing Center and schedule an appointment, log on to Prometric.com/TheInstitutes or call (877) 311-2525 between 8:00 AM and 8:00 PM Eastern Time Zone. A current registration for the desired testing window and an examinee's ID number are needed when scheduling an appointment. Prometric's international phone numbers are listed on page 13. Hours of operation vary.

# The Institutes' Examination Rules of Conduct

- Unless otherwise noted, all exams are closed-book exams. Study notes, course materials, and any form of electronic device other than an acceptable calculator may not be used or consulted during your testing session.
- Communicating with anyone or anything other than the test center administrator during the testing session is prohibited. Further, I acknowledge that I have not received or had access to test questions other than during a previous test administration through an authorized agent of the Institutes.
- In accordance with the copyright notice below, any reproduction of these materials in whole or in part, contained in this examination, through any means, including, but not limited to, copying or printing of electronic files, reconstruction through memorization, and/or dictation, and/or dissemination of exam materials or derivative works through any form of verbal, electronic, or written communication is strictly prohibited.
- The scratch paper provided for your use during the examination must be returned to the test administrator as you leave the testing center. Answers written on the scratch paper, but not entered into the computer, will not be graded.
- If you must leave the testing station during the examination, you may do so for five minutes. However, the time remaining in the testing session will continue to run during your absence. Anyone leaving the testing room during a testing session still is bound by the Rules of Conduct.
- If you wish to report a problem with the administration or content of your examination, send your written comments to The Institutes within two weeks of this test administration date.
- You affirm that you are the named person who is scheduled to sit for this examination and all responses to exam questions will be determined by you and you alone.
- You understand and accept that test questions and your responses to the questions will not be returned under any conditions.
- You further agree and understand the Institutes will use data statistics/forensics and any other analytical tools to determine if an irregularity occurred during a testing session and the results of such an investigation can and will be used in a decision to invalidate your test result and to revoke permission to take future exams.
- By having made an appointment to sit for an Institutes exam you acknowledge and agree to be bound by the CPCU Code of Professional Conduct and/or the Institutes' Code of Academic and Professional Integrity.

© Information that is copyrighted by and proprietary to American Institute For Chartered Property Casualty Underwriters is included in this examination. Use of Institutes material by examinees is limited to use solely for the examination presented on this date. All other uses are prohibited by U.S. Copyright Law.

Failure to comply with the Rules of Conduct will be reported to The Institutes and appropriate action will be taken according to the Code of Academic and Professional Integrity, [TheInstitutes.org/CAPI](http://TheInstitutes.org/CAPI), which can include disqualification of your examination and restrictions on your taking future exams.

## Rescheduling or Transferring an Institutes Exam

Rescheduling an Exam Appointment Within the Same Testing Window	
<b>On-Site Testing Centers</b>	On-site testing centers have their own policies and procedures for rescheduling. Contact the center directly.
<b>Prometric Testing Centers</b>	Before rescheduling an appointment within the same testing window, please note Prometric will charge a \$50 fee to students who reschedule their appointments within three to twelve business days of the original test date. There is no \$50 charge from Prometric to reschedule an appointment when the request is made greater than 12 business days in advance. Business days are defined as Monday-Friday, excluding holidays observed by Prometric. To change an appointment to another date within the same testing window, go to Prometric's website, <a href="http://Prometric.com/TheInstitutes">Prometric.com/TheInstitutes</a> , or call (877) 311-2525 at least three business days before the original appointment. A reschedule request less than three days before a test date will not be honored, and all fees will be forfeited if the exam is not taken. If you are within the three to twelve days window and you have a legitimate hardship that requires you to reschedule an appointment and that you believe would warrant an exception to the application of the rescheduling fee, please contact Prometric Customer Care directly at (800) 775-3926.
Transferring an Exam Registration to the Next Testing Window	
<b>Transferring to the Next Testing Window</b>	Presuming there are no rescheduling issues and the applicable transfer payment is made, an exam registration will remain valid for the next testing window. Contact The Institutes at least three business days before the scheduled exam date to transfer to the next testing window and pay a transfer fee. See chart on page 12 for applicable transfer fees.
<b>Exam Transfer Deadline</b>	If you do not have a scheduled appointment, to transfer a registration, you may call The Institutes up until the last day of the testing window for which you are registered. However, a transfer fee does apply.

## Exam Cancellation

Cancellation results in termination of a registration and the appointment if one was scheduled. Both can be canceled in one call to The Institutes. An examinee may be eligible for a partial fee credit from The Institutes if both the registration and the exam appointment are canceled within the required time frame. Exam fee forfeitures and credits will be issued according to the fee charts on page 12.

Exam Cancellation	
<b>Canceling an Exam Registration</b>	Go to The Institutes' website, <a href="http://TheInstitutes.org">TheInstitutes.org</a> , or call The Institutes at (800) 644-2101 three or more business days before the scheduled appointment to cancel both the exam registration and the appointment at the same time. Cancellation will result in the forfeiture of some or all of a registration fee. See page 12.
<b>Canceling an Appointment at a Prometric Center</b>	An appointment can be canceled up to three days before the test date by going to Prometric's website, <a href="http://Prometric.com/TheInstitutes">Prometric.com/TheInstitutes</a> or by calling (877) 311-2525. Canceling your appointment through Prometric does NOT cancel your exam registration. You also must cancel your registration with The Institutes (see above). Otherwise, no credit will be granted. The current amount that is forfeited as a result of a cancellation is shown on page 12.
<b>Cancellation Deadline</b>	An exam registration for a Prometric Testing Center and the Prometric appointment must be canceled at least three business days before the appointment date.  If no appointment is scheduled, a registration for an exam at either a Prometric Testing Center or an on-site location can be canceled up to the last day of the testing window.
<b>No Prometric Cancellation Fee</b>	A fee will not be imposed during the three to twelve business days before an appointment if the appointment is canceled and not rescheduled. If rescheduled to a date within the same testing window, a \$50 rescheduling fee will be assessed.
<b>Canceling an Appointment at an On-Site Testing Center</b>	Contact the testing center directly for cancellation policies and procedures. The Institutes must be informed prior to the close of a testing window if an examinee intends to cancel an on-site appointment to the next testing window. A transfer fee will be assessed. Failing to inform The Institutes before the close will forfeit the entire registration fee.
<b>Cancellation Forfeiture</b>	If a credit remains after a cancellation forfeiture, it can be applied to study material purchases or to a future exam fee. Forfeiture amounts vary by exam (see chart on page 12). Remaining credit is valid for two years from the date of issue.

## Conditions of Registration and Exam Administration

The Institutes reminds on-site testing centers that certain testing conditions must be met when administering an exam intended for CE credit. Still, examinees should verify those conditions are met when making an appointment and when taking an exam for a state CE credit.

Examinees who do not agree to abide by The Institutes' Rules of Conduct for exam administration at the time of taking the exam will not be permitted to sit for an exam and will forfeit the registration fee.

The security of its test questions and unfair advantages to examinees are primary concerns of The Institutes. To that end, Institutes examinations are copyright protected, and The Institutes use observational and statistical techniques to monitor and detect examination irregularities before, during, and after test administration.

In accordance with the copyright of Institutes examinations, any reproduction of examination materials in whole or in part, through any means, including, but not limited to, copying or printing of electronic files, reconstruction through memorization and/or dictation, and/or dissemination of exam material or derivative works through any form of verbal, electronic, or written communication is strictly prohibited.

Therefore, knowing examination questions are the exclusive property of The Institutes, at the time of registration you acknowledge:

- You shall not request, nor shall you secure test questions, voluntarily or involuntarily.
- You have neither had access to test questions for your examination nor have they been (are) in your possession by any of the means of transmission cited above before sitting for your exam.
- You shall not disclose the contents of your examination, voluntarily or involuntarily, following your test administration, by any of the means of transmission cited above.

Further, you consent to test center check-in and test administration security procedures as stated in The Institutes' Examination Rules of Conduct.

You will not be permitted to sit for an exam if you do not agree to abide by the rules of conduct statement presented on page 5 and restated at the beginning of exam administration and you will forfeit your registration fee.

### Agreement

- Examinees testing at an on-site center and intending to use an Institutes exam toward state CE credit must understand and accept the obligation to verify that the proctor and testing center satisfy state CE requirements and conditions at the time of the exam administration.
- By registering for an Institutes examination, you understand and willfully agree to abide by the conditions under which The Institutes will administer an Institutes examination to you.
- CPCUs and CPCU candidates are subject to the CPCU Code of Professional Conduct. The CPCU code is available at [TheInstitutes.org](http://TheInstitutes.org).

### Review and Investigation

**The Institutes reserve the right to:**

- Withhold and/or remove any scores The Institutes have reason to believe are not valid and/or were not earned independently by an examinee by reason of voluntary or involuntary outside assistance or cooperation by an examinee
- Use any legal means necessary to investigate a potential violation of examination integrity, and to take appropriate measures as a result of its findings, including expunging an examination result and expulsion from accepted candidacy
- Require the examinee to cooperate in the investigation of an examination irregularity, failure of which is grounds for immediate removal of the score(s) in question and examination expulsion
- Disqualify an exam result and take other disciplinary action if an examinee possesses a prohibited aid(s) during exam administration even if the examinee is not observed using the aid(s) during testing

## The Institutes Privacy Statement

The Institutes privacy policy is available on The Institutes' website. Visit [TheInstitutes.org/privacy](http://TheInstitutes.org/privacy).

### Confidentiality Requests

Customers may contact The Institutes at any time to request that we maintain the confidentiality of their personally identifiable information. To request that The Institutes maintain the confidentiality of your personally identifiable information you may use the Account Manager on The Institutes' website to request confidentiality or contact [CustomerSuccess@TheInstitutes.org](mailto:CustomerSuccess@TheInstitutes.org)

### Continuing Education

If registering for an Institutes examination as a confidential examinee, but requiring CE, you are aware of and approve of The Institutes' acquiring licensing information from national and state associations and organizations for the sole purpose of CE compliance. Acquired data will not be sold or provided to any third party.

## Taking an Exam

The Institutes' goal is for every exam experience to be a positive one. To help ensure a smooth testing experience, please note our exam policies and rules.

Exam Policies	
<b>Identification</b>	You must present valid, government-issued identification that contains BOTH a photograph and a signature. The name on your ID must exactly match your name as it appears on the examination confirmation notice. If, for example, your identification and confirmation notice do not match because you recently married, bring the original copy of your marriage license. Contact The Institutes at least one week before your appointment if you have any questions about proper ID. If you are denied admission to a testing center because of a question about your ID, immediately call The Institutes at (800) 644-2101 or (610) 644-2100. <b>Do not leave the testing center without first calling The Institutes.</b>
<b>Incorrect ID Number</b>	If your ID number is incorrect and you made the appointment under that number, take the exam and call The Institutes immediately afterwards.
<b>Breaks</b>	<ul style="list-style-type: none"> <li>No breaks are scheduled during an Institutes examination.</li> <li>However, examinees may visit the restroom.</li> <li>When doing so, you are required to sign out and to sign in again.</li> <li>You must return to your testing station within five minutes; the examination clock will continue to run during your absence.</li> <li>Communicating with anyone other than a test administrator, visiting your locker, and referring to study material during your absence is all prohibited.</li> <li>The test administrator is not permitted to discuss or interpret the contents of the examination questions.</li> </ul>
<b>Problems During the Exam</b>	Raise your hand if you encounter a problem during the exam. You may not communicate with anyone other than the test administrator.
<b>Medical Condition Accommodation</b>	Students requiring a medical or dietary supplement, such as those for a diabetic that will be taken to a Prometric Testing Center must submit the request to The Institutes for prior approval by Prometric, at least one month before the anticipated testing date. Send a full explanation of your needs to <a href="mailto:Assessments@TheInstitutes.org">Assessments@TheInstitutes.org</a> .

Information About Computer-Administered Exams	
<b>Required Skill Level</b>	Taking an Institutes exam on a computer does not require special computer skills. For objective exams, you can use a mouse or the keyboard to indicate an answer. To select your answer by using the keyboard, hold down the Alt key and then press the A, B, C, or D key.
<b>Essay Exams</b>	For essay exams, type your answers using the keyboard. Cut and paste and some other word processing functions are not available during the exam.
<b>Mark for Review</b>	You can Mark for Review any questions that you want to come back to later. You can set the question summary screen to show several options, such as which questions were answered and marked or just those that remain unanswered.
<b>Reference Tab</b>	Financial value tables and various formulas that will assist in answering questions are available by clicking on the Reference tab in upper left-hand corner of the test administration. The tables and formulas then are selected by clicking from the list in the lower-left-hand of the screen. The Reference Tab will not appear in all exams and will display only in Part B of an examination. Not every exam calls for reference material.
<b>No Imbedded Calculator</b>	A calculator is not available as part of the test administration software. Examinees should provide their own Institutes-approved calculator. See page 9.
<b>Provided Items</b>	Scratch paper and a pencil will be provided and will be collected at the end of the exam. Answers written on scratch paper, but not entered into the computer, are not graded. Ear plugs and a basic calculator are available upon request at Prometric. On-site centers do not provide calculators.

<b>Prometric Testing Centers</b>	
<b>Prometric's Test Security Procedures</b>	<p>Security at Prometric Testing Centers is very stringent. Prometric Testing Centers reserve the right to ask examinees to turn out their pockets and to use a metal detector wand. Prometric Test Center Administrators (TCAs) will conduct strict inspections of any and all eyeglasses, jewelry and other accessories to inspect for camera devices that could be used to capture exam content. Security cameras and video recording are in constant use. Test Center administrators circulate within the testing room at least every 30 minutes.</p> <ul style="list-style-type: none"> <li>All candidates will be required to remove their eyeglasses for close visual inspection by a TCA. These inspections will take a few seconds and will be done at check-in and again upon return from breaks.</li> <li>Jewelry outside of wedding and engagement rings is prohibited. Candidates should not wear other jewelry to the test center.</li> <li>Hair accessories ties, bowties, tie clips, and cuff links are subject to inspection. Candidates should refrain from wearing ornate clips, combs, barrettes, headbands, and other hair accessories, as they may be prohibited from wearing them in to the testing room and asked to store them in their locker.</li> <li>If a candidate is caught with a camera device prior to entering the testing room, the Prometric TCA will confiscate the item and the candidate will not be permitted to test.</li> <li>Institutes examinees will be given a locker key attached to a blue marker. The blue marker signifies that should a break be taken, examinees are (1) not permitted to revisit the locker, (2) not permitted to refer to any study material, and (3) not permitted to discuss the contents of the examination while away from the testing station.</li> <li>If a candidate is caught with a camera device while in the testing room, the TCA will confiscate the items and the exam will be terminated.</li> <li>Scratch paper is collected at the end of the exam and shredded.</li> </ul>
<b>No Visitors at Testing Centers</b>	Visitors and companions are not permitted to wait in the testing center.
<b>Inclement Weather</b>	In the event of inclement weather, contact your Prometric Testing Center directly to determine whether the center is open. If the center is closed, contact The Institutes to make new arrangements. If the center is open and you do not take the exam, you will forfeit your entire registration fee.
<b>Scheduling a Prometric Appointment</b>	Examinees are required to arrive at a Prometric Testing Center at least 30 minutes before the start of the exam. Keep this in mind when scheduling an appointment.

<b>Calculator Policy</b>	
<b>Use of a Calculator</b>	<p>Based on the contents of their study materials, examinees should determine for themselves if they need a calculator during an examination. If you plan to use your own calculator during your examination, take your registration confirmation notice to the testing center to verify The Institutes' criteria for an acceptable calculator.</p> <ul style="list-style-type: none"> <li>A PDA or cell phone is not an acceptable calculator.</li> <li>Examinees may bring their own solar or battery-powered calculators, including business/financial calculator, as long as the calculators are: <ol style="list-style-type: none"> <li>not equipped with alphabetic keys</li> <li>not capable of storing words</li> <li>not equipped with a paper tape</li> </ol> </li> <li>Prometric Testing Centers will provide a <u>basic</u> calculator upon request.</li> <li>On-site testing centers do not provide any calculators to examinees.</li> <li>The test administration software does not provide an on screen calculator.</li> </ul>
<b>Casualty Actuarial Society's Calculator Policy</b>	<p>Examinees sitting for a CAS exam are restricted to use <u>only</u> the following Texas Instrument calculators:</p> <ul style="list-style-type: none"> <li>BA-35</li> <li>TI 30Xa</li> <li>BA II Plus</li> <li>BA II Plus Profession</li> <li>TI-30X II (IIS solar or battery)</li> <li>TI-30X MultiView (or XB battery)</li> </ul>
<b>Before a Calculator May Be Used</b>	<ul style="list-style-type: none"> <li>The calculator must be removed from its case for inspection and the case placed in a locker or left with the proctor.</li> <li>Candidates may use more than one approved calculator during the examination.</li> <li>Calculator instructions cannot be brought into the examination room. Calculator instructions must be placed in a locker or left with the proctor.</li> </ul>
<b>After Using a Calculator</b>	<ul style="list-style-type: none"> <li>The calculator's memory must be cleared in the presence of the proctor before entering the testing room.</li> <li>The calculator's memory must be erased and the calculator must be turned off.</li> </ul>
<b>Resolving Calculator Issues</b>	<ul style="list-style-type: none"> <li>Bring your registration confirmation notice to the testing center to verify the criteria for an acceptable calculator.</li> <li>Call The Institutes at (800) 644-2101 from the testing center if you encounter a problem concerning the use of an acceptable calculator. Do not begin your exam. Do not leave the testing center.</li> <li>Any unapproved calculator brought to the testing center will be held by the proctor or placed in storage for the duration of the examination.</li> </ul>

## Reduced Exam Fees

### Teachers, Students, and Regulatory Employees within the United States or Its Possessions

The registration fee for a full semester computer exam is reduced by 50 percent of the Prometric Standard Exam Fee shown on page 11 if you are engaged **full time** as:

- A teacher or student in an accredited college or university
- An employee of a state or federal insurance regulatory agency (including IRES members)

You must submit the exam Registration Form and a letter from your college registrar, department head, or government employer specifying full-time status each time you register.

#### Restrictions apply.

The following exams types do not qualify for a reduced registration fee:

- CAS exams.
- The special fee provision does not apply to full-time students who are also employed full time.
- The discount for qualified examinees who take an exam at an on-site testing center will be based on the Prometric Standard Exam Fee, not on the On-site Exam Fee.
- To determine eligibility contact Customer Success at [CustomerSuccess@TheInstitutes.org](mailto:CustomerSuccess@TheInstitutes.org).

## Reduced Fees and Scholarship for Active Duty Military and Reservists

The Institutes offer a 50 percent reduced exam fee, as explained above, to full-time active duty members of the United States military (Air Force, Army, Coast Guard, Marines, and Navy). We require proof of duty status for eligibility.

While deployed in a combat zone outside the continental United States, The Institutes will provide free exams and study materials to full-time active duty members of the United States military. For eligibility, we require proof of duty status and proof of deployment orders.

For further information, please contact Customer Success at [CustomerSuccess@TheInstitutes.org](mailto:CustomerSuccess@TheInstitutes.org).

## Helpful Information and Exam-Taking Tips

We know exam days can be stressful, so we offer you the following information and suggestions:

- Exams contain both stand-alone and case-application questions.
- There is no penalty for guessing, so answer all questions.
- Answers written on the test center-provided scratch paper, but not entered into the computer, are not graded.
- Verify that all questions are answered before exiting. An examination cannot be restarted once you exit it.
- Know exactly where your testing center is located and how long it will take to get there.
- Appointments for computer-administered exams are scheduled for 30 minutes longer than the actual test length for examinees who would like to review the exam-taking tutorial. The 30 minutes cannot be used to extend exam time. The time remaining in the exam is displayed in the upper-right hand corner of the testing screen.
- No breaks are scheduled during an examination. An examinee who leaves the testing station to use the restroom must return within five minutes. Remaining exam time will continue to count down during the examinee's absence.

## Acceptable Proctors

A proctor is required for ANFI 206, WCCA, and ACSR exams. An acceptable proctor must be one of the following:

- A CPCU designee (who is bound by the CPCU Code of Ethics)
- A member of the examinee's human resources or training department
- The examinee's supervisor or office manager
- A licensed insurance producer
- A military superior
- WCCA exams may also be administered by a colleague

Students who require state continuing education credit, other than that required for the licensing of California workers compensation adjusters, may be subject to additional or different proctor rules. If you have questions regarding proctor rules, please call Customer Success at (800) 644-2101.

## Exam Fees

Full Exams	Onsite	Prometric Early*	Standard Prometric
CPCU	\$285	\$320	\$400
AINS	\$145	\$180	\$260
AIC, AIDA, AIT, API, ARe, ARM, AU, CYB, PRC, SPPA, WCCP	\$195	\$235	\$315
AAI, AFSB, AIAF, AIM, AMIM, ANFI, APA, ASLI, IR	\$250	\$305	\$385
AGPI, AIRP	\$120	N/A	N/A
SM	\$80	\$175	\$255
AIS 25	\$105	\$175	\$255
ACSR	\$65	N/A	N/A
WCCA	\$195	N/A	N/A
CAS	N/A	\$450	\$450
iCAS	N/A	\$427	\$427
Segmented Exams			
AINS 21, 22, 23, 24 (A,B,C)	\$70	\$115	\$175
AIC 37, 41, 43 (A,B)	\$120	\$165	\$225
AIC 30, 31, 32, 39, 44, 48, 49 (A,B,C)	\$85	\$140	\$200
API 28, 29 (A,B)	\$120	\$165	\$225
SPPA 30 (A,B)	\$120	\$165	\$225
ARM 400, 401, 402 (A,B,C)	\$85	\$145	\$205
AAI 81, 82, 83 (A,B,C)	\$110	\$165	\$225
WCCA 10, 11 (A,B)	\$120	N/A	N/A
WCCA 12, 14, 15 (A,B,C)	\$85	N/A	N/A

\* Prometric early fee is charged on or before the first day of the testing window for which an examinee is registering.

The Institutes' courses and programs are dynamic in nature. To provide industry professionals with the knowledge needed to drive powerful business results, The Institutes continuously review and revise technical content and delivery methods based on current industry needs and practices. Therefore, course topics, program requirements, and pricing are subject to change at any time. Visit our website, [TheInstitutes.org](http://TheInstitutes.org), or call Customer Success at (800) 644-2101, for the latest course and program information.

## Transfer Fee

**On-site:** \$95  
**Prometric:** \$120\*

The fee required to transfer a registration to the next testing window is limited to the amount shown in this table if the examinee satisfies the transfer conditions noted on page 6. If the transfer fee is higher than the registration fee, the entire registration fee will be charged and a new registration is required.

## Exam Cancellation Forfeiture

**On-site:** \$145  
**Prometric:** \$185\*

If the exam fee paid is less than the cancellation forfeiture, the entire fee is forfeited. Another full registration fee is required. Please see cancellation rules on page 6.

\*Prometric Testing Note - Changes made to Prometric appointments are subject to a rescheduling fee or forfeiture of entire registration fee. See page 6.

## Exam Grading

Multiple-Choice Exams	As soon as you complete the exam, you will receive an unofficial grade report, unless grading is delayed (see below).
Examinee ID	An exam is identified by candidate number and not by name.
Lost Exam	If an exam is accidentally lost during transmission and no grade can be determined, The Institutes will arrange to re-administer the examination.
Exam Grade Notification	When registering, please provide The Institutes with a current email address to ensure prompt grade notification. A notice sent to your preferred email address will inform you that an official grade report is available on The Institutes' website. Be advised that spam filters and firewalls could result in the inability to deliver the grade notification.
Exam Grades	Institutes exams are scored using a letter grade. Grades are final and are not subject to appeal. Numerical scores are not released.
Exam Delays	Grades can be delayed when a course undergoes a change in content or exam format. Results are delayed until an adequate number of administrations allow for statistical analysis of the exam forms. Please be aware of this situation when registering for an exam that is based on new study material or a new exam format.

## International Exam Information

Unless otherwise specified, The Institutes' domestic exam policies and procedures apply to exams given outside the United States, its territories, and possessions.

International Exam Information	
Computer Exam Administration Outside the U.S.	Computer exams, whether administered on-site or at a Prometric Testing Center, follow the same exam procedures and policies as those in the United States. After registering with The Institutes, international examinees are encouraged to use the Internet to schedule a Prometric appointment in order to decrease expenses: <a href="http://Prometric.com/TheInstitutes">Prometric.com/TheInstitutes</a> . Prometric's international telephone numbers are shown below.
Payment	The Institutes accept American Express, Diners Club, Discover, MasterCard, and VISA. Mailed registrations may also be paid by check or money order. Fees are nonrefundable and nontransferable and must be paid in U.S. currency.
How to Register	<p><b>Online:</b> <a href="http://TheInstitutes.org">TheInstitutes.org</a></p> <p><b>Phone:</b> (800) 644-2101 or 00 + 1 + 610-644-2100 Monday–Friday 8 am to 6 pm ET</p> <p><b>Fax:</b> 00 +1 + 610-640-9576</p> <p><b>Mail:</b> 720 Providence Rd., Suite 100, Malvern, PA 19355-3433</p> <p><b>Registration Form (for mail-in or fax):</b> See page 14</p>
Identification	Register for an exam using your name exactly as it appears on the photo ID you will present at the testing center. For unique situations, such as only one name or a recent name change, please contact The Institutes immediately.
Contacting The Institutes	Outside the U.S. and Canada, please call 00 + 1 + 610-644-2100 or email <a href="mailto:CustomerSuccess@TheInstitutes.org">CustomerSuccess@TheInstitutes.org</a> .
Registration Confirmation	You will receive an email notification when your registration is complete.

International Prometric Telephone Numbers			
Region	Contact Center	Region	Contact Center
North America–U.S. & Canada	1-877-311-2525	Korea	007-9814-2030-248
Latin America & Caribbean	1-443-751-4995	China	86-10-82345674
Europe	31-320-239-540	Hong Kong	60-3-7628-3333
Middle East & North Africa	31-320-239-530	Southeast Asia	60-3-7628-3333
Africa	31-320-239-593	India	91-124-414-7700
Japan	81-3-6204-9830	Australia & New Zealand	603-76283333



Print your name: \_\_\_\_\_

15. Preferred mailing address:  Home  Business

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Province/Country

16. First-time registrants only—how did you hear about The Institutes? (Check one)

- 1  Employer HR, education, or training department
- 2  Manager or supervisor
- 3  Co-worker or business colleague
- 4  Advertisement in industry publication
- 5  Professional association
- 6  Web search
- 7  Conference or trade show
- 8  Other: \_\_\_\_\_

17. What diploma/certificate are you working toward? (Check one)

- |                                |                               |                                |
|--------------------------------|-------------------------------|--------------------------------|
| <input type="checkbox"/> CPCU  | <input type="checkbox"/> AINS | <input type="checkbox"/> ASLI  |
| <input type="checkbox"/> AAI   | <input type="checkbox"/> AIS  | <input type="checkbox"/> AU    |
| <input type="checkbox"/> AAI-M | <input type="checkbox"/> AIT  | <input type="checkbox"/> AU-M  |
| <input type="checkbox"/> ACSR  | <input type="checkbox"/> AMIM | <input type="checkbox"/> PRC   |
| <input type="checkbox"/> AFSB  | <input type="checkbox"/> ANFI | <input type="checkbox"/> RMI   |
| <input type="checkbox"/> AIAF  | <input type="checkbox"/> APA  | <input type="checkbox"/> SM    |
| <input type="checkbox"/> AIC   | <input type="checkbox"/> API  | <input type="checkbox"/> Cyber |
| <input type="checkbox"/> AIC-M | <input type="checkbox"/> ARC  | <input type="checkbox"/> SPPA  |
| <input type="checkbox"/> AIDA  | <input type="checkbox"/> ARe  | <input type="checkbox"/> WCCA  |
| <input type="checkbox"/> AIM   | <input type="checkbox"/> ARM  | <input type="checkbox"/> WCCP  |

18. Your exam registration—Indicate initials for the exam and its number (e.g., AIC 40, AIM 40) and the segment, if appropriate (AINS 21 A, ARM 401 B). Then, indicate the testing window.

Exam No.	Testing Window (e.g., Oct 15 - Dec 15, 2021)

19. Preparation method: (Check one)

- 1  Group learning with a course leader
- 2  Group learning without a course leader
- 3  Independent learning
- 4  Relying solely on experience and knowledge
- 5  Relying on non-Institutes study materials
- 6  Institutes Online Learning
- 7  Other Online Classes

Student ID number: \_\_\_\_\_

20. Exam to be taken at: (Check one)

- Prometric Testing Centers worldwide
- Institutes-Approved On-site testing centers worldwide

On-site Center Code Number: \_\_\_\_\_

21. CE Credit (Check applicable license):

- Producer  Adjuster  None

License/NPN # \_\_\_\_\_

Resident State \_\_\_\_\_

License Expiration Date \_\_\_\_\_

22. The Institutes Privacy Statement

The Institutes respect students' privacy rights and are committed to safeguarding each student's personal information. Please see The Institutes Privacy Statement on The Institutes' website, [TheInstitutes.org/privacy](http://TheInstitutes.org/privacy).

23. Ethics

A CPCU candidate is bound by the CPCU Code of Professional Conduct. CPCUs along with all other persons taking Institutes exams are subject to The Institutes' Code of Academic and Professional Integrity. The CPCU Code is available at [TheInstitutes.org](http://TheInstitutes.org).

The Code of Professional and Academic Integrity is found at [TheInstitutes.org/CAPI](http://TheInstitutes.org/CAPI).

24. Payment: (See page 11 for Exam Fee Chart)

Exam Fee	\$
Credit Available	-\$
Total Remittance	\$

If paying by check, please make payable to The Institutes.

For corporate invoicing, provide the billable account code.

Account Code: \_\_\_\_\_

Return this form with fee or payment information to:

The Institutes  
720 Providence Road, Suite 100  
Malvern, PA 19355-3433  
Fax: (610) 640-9576

Credit Card number: \_\_\_\_\_  
(American Express, Diners Club, Discover, MasterCard, and VISA cards are accepted.)

Expiration date: \_\_\_\_\_ CSV: \_\_\_\_\_

Billing address zip code: \_\_\_\_\_

Signature: \_\_\_\_\_

For accounting use only	
Date Received _____	Amount _____
Account # _____	