



# Florida Department of Financial Services

## Division of Agent and Agency Services

### FREQUENTLY ASKED QUESTIONS

#### **1. What are the necessary steps if I want to take the Florida examination *before* I apply for the license with the Florida Department of Financial Services (FLDFS)?**

- (1) Go to the Pearson VUE website at <http://www.pearsonvue.com/fl/insurance> to register, schedule and pay for your examination.
- (2) If you pass the examination, go to the FLDFS website at [www.myfloridacfo.com/Division/Agents/](http://www.myfloridacfo.com/Division/Agents/) and click on *MyProfile* and apply for the license.
- (3) If you fail the examination, go back onto the Pearson VUE website and schedule and pay for another examination.

#### **2. What are the necessary steps if I want to apply for the license first, wait for the FLDFS to approve my application, then take my examination?**

- (1) Go to the FLDFS website at [www.myfloridacfo.com/Division/Agents/](http://www.myfloridacfo.com/Division/Agents/) and click on *MyProfile* and apply for the license.
- (2) You are encouraged to go to the FLDFS website first to view the qualifications and other important information about the license you are applying for at [www.myfloridacfo.com/Division/Agents/Licensure/General/](http://www.myfloridacfo.com/Division/Agents/Licensure/General/).
- (3) Once the FLDFS has reviewed your application and approved you to take the licensing examination, they will send you an email that instructs you to log into your *MyProfile* account to view your examination instructions.
- (4) The examination instructions will tell you to go to the Pearson VUE website at <http://www.pearsonvue.com/fl/insurance> to register, schedule and pay for your examination.
- (5) If you pass the examination, within two days the FLDFS will send you an email instructing you to log in to your *MyProfile* account on the FLDFS website to print your license.

#### **3. I got an email from Pearson VUE that included a voucher number. Now what do I do?**

If you got such an email, it means you already paid the FLDFS your examination fee.

You will use the voucher number when you schedule your examination on the Pearson VUE website to avoid paying an additional examination fee.

In the future, you won't get a voucher email each time you take your examination, you'll just schedule your examination and pay for it on the Pearson VUE website.

**4. When I took my examination and failed it previously I had to go to the FLDFS website to apply for a re-examination. Do I still have to do this?**

To improve the examination scheduling and re-examination process, you no longer have to go back to the FLDFS website to apply for a re-examination. Now, you just go back on the Pearson VUE website to re-schedule and pay.

**5. The examination fee used to be \$42. Now it is \$44. Why?**

To provide continued service to candidates for examination scheduling and re-examination processes, Pearson VUE and the FLDFS slightly increased to the examination cost for applicants to keep in line with increased administrative costs.

**6. How can I find a list of Pearson VUE's test sites?**

Pearson VUE's website at <http://www.pearsonvue.com/fl/insurance> includes a list of test centers an applicant may utilize in their area for scheduling an examination date and time. You also may obtain information by calling Pearson VUE toll-free at 888-274-2020.

**7. If I pass an examination prior to applying for licensure, how long do I have to apply to request the state's review and approval for that license?**

You have one (1) year from the passing date to apply for that license by clicking *MyProfile* on the FLDFS website at [www.myfloridacfo.com/Division/Agents/](http://www.myfloridacfo.com/Division/Agents/). After one year, the examination result becomes void and you will need to re-test if you still want the license. Passing the state examination does **NOT** guarantee licensure. The applicant must also submit an application for licensure and meet all the requirements, including the background requirements and the pre-licensing requirements, to qualify for licensure.

**8. Where can I find our more about Florida insurance license examinations?**

- If you would like more information relating to insurance examinations, you may go to Pearson VUE's website at <http://www.pearsonvue.com/fl/insurance> or by calling them toll-free at 888-274-2020.
- Any person interested in obtaining a Florida insurance license should read the candidate handbook from Pearson VUE first. The candidate handbook contains pertinent information relating to examination requirements. The candidate handbook is free and can be viewed or printed at <https://home.pearsonvue.com/Publications/121000.pdf>.
- To view the examination content outlines, go to <https://home.pearsonvue.com/Publications/121003.pdf>. Pearson VUE provides other examination information on their website.