



RICARDO LARA
CALIFORNIA INSURANCE COMMISSIONER

NOTICE

TO: All Admitted and Non-Admitted Insurance Companies, All Licensed Producers, and Other Interested Parties

FROM: Insurance Commissioner Ricardo Lara

DATE: April 3, 2020

RE: Prelicensing Requirements During COVID-19 Pandemic

This Notice responds to questions received from some insurance producers and insurance companies regarding issuance of temporary licenses or waiver of the prelicensing requirements during the course of the COVID-19 pandemic.

The California Department of Insurance (CDI) will not be issuing temporary licenses or waiving the legal requirements for applicants to pass a qualifying examination and to submit fingerprints for a criminal background check. CDI has no statutory authority to issue temporary licenses or waive a criminal background check for applicants due to the present circumstances. As the state's insurance regulator, CDI has an obligation to prevent unqualified, unscrupulous, and possibly dangerous individuals from obtaining a license, especially during a vulnerable time when the public will be particularly interested in purchasing insurance products and expanding coverage.

In view of the need for license applicants to be able to qualify for licenses during this extraordinary time, CDI will continue to administer license examinations at its Los Angeles test center on a daily basis. Recognizing additional test centers were needed, CDI's license examination vendor, PSI Services LLC (PSI), is now also administering license examinations at its test centers in Sacramento, Redding, Lawndale, San Francisco, and Agoura Hills on Tuesdays and Thursdays. 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.

License applicants may schedule their license examinations through [PSI Online Exams](#) or by calling PSI Services at (877) 392-6422. 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.