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**NOTICE**

TO: All Admitted Insurers, Insurance Producers, Bail Agents, Adjusters, Education Providers and Other Interested Parties

DATE: December 22, 2017

SUBJECT: California Department of Insurance's Sacramento Exam Site to Close

Background

The California Department of Insurance (CDI) is continually looking for ways to improve service delivery and customer service, including expediting its licensing process. Adding several convenient exam locations and online services for its license applicants are examples of some of these improvements made in recent years. For instance, since 2011, in collaboration with its exam contractor (PSI), CDI expanded the number of license exam sites from 4 to 23 sites, conveniently located throughout California.

The response from the insurance industry to the added sites has been extremely positive. Nearly 80 percent of applicants take their exams at PSI sites. And, exam capacity continues to grow. During 2017, PSI expanded its Bakersfield exam site from 9 to 15 seats and in January 2018 its Sacramento exam site will move to a new location, expanding from 16 to 32 seats.

PSI's exam sites offer free parking, Saturday and evening testing and in most cases are located within a short distance from the examinees' home and workplace. Further, PSI exam sites have more proctors than the CDI sites and enhanced security features such as fingerprint log-in and video surveillance of all examinees.

CDI Sacramento Exam Site to Close on January 26, 2018

With the expansion of PSI's exam sites and shifting of applicants to these sites, the number of examinees at CDI's Sacramento exam site has significantly been reduced. Each day, CDI's Sacramento exam site is operating at less than half its capacity.

Based on declining numbers and without many of the services and quality of exam oversight provided at PSI's locations, CDI determined that it is no longer feasible to continue offering exams at its Sacramento site. As a result, the CDI Sacramento exam site will close on January 26, 2018.

PSI's expanded Sacramento site is scheduled to open in mid-January 2018. The address is 8950 Cal Center Dr., Suite 158, Sacramento, CA 95826. Additional information will be available soon on PSI's website at www.psiexams.com

Questions

For specific questions regarding this Notice, please e-mail the Producer Licensing Bureau at <https://interactive.web.insurance.ca.gov/pli/servlet/InformationRequest> or call CDI's Licensing Hotline at (800) 967-9331. Please be sure to include your name, telephone number, license number and e-mail address in all correspondence with the CDI.