

DEPARTMENT OF INSURANCE

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**NOTICE**

TO: All Admitted Insurers, Insurance Producers, Bail Agents,
Independent and Public Adjusters and Other Interested Parties

DATE: October 5, 2011

SUBJECT: California Department of Insurance's San Diego Examination Site to Close
Effective 11/1/2011

Background

In an ongoing effort to improve service delivery and customer service, beginning in April 2011, the California Department of Insurance increased the number of examination sites available to insurance producer, bail agent and adjuster license applicants from 4 to 19 sites located statewide. The additional examination sites are located in Anaheim, Atascadero, Bakersfield, Burbank, Carson, El Monte, Fresno, Hayward, Redding, Riverside, Sacramento, San Diego, San Francisco, Santa Clara, and Santa Rosa.

Previously, with only four examination sites, the department found that the student to proctor ratio was sometimes as high as 30-1. The additional examination sites have allowed that ratio to be dramatically reduced to 10-1 or 15-1 depending on the examination site. The additional test centers are possible as a result of a contract with PSI Services, a Burbank, California-based company which specializes in providing state-based regulatory licensure services. Individuals not located near one of the department's examination sites have the option of taking the examination at a nearby PSI testing center which allows for saving time as well as mileage, parking, and lodging expenses.

The response from the industry to the additional sites has been very positive. Approximately 50 percent of the applicants are taking their examinations at the PSI locations. Insurers and large insurance agencies have noted that they are particularly pleased with the Saturday and evening examination offerings available at most PSI locations. PSI charges the examinee an additional \$30 convenience fee when scheduling an examination at one of their test centers. The examinees pay the convenience fee directly to PSI.

Closure of the California Department of Insurance's San Diego Examination Site

One of the outcomes of the additional examination sites has been to dramatically reduce the number of individuals that are choosing to take the examination at the department's San Diego test center. With only a small number of individuals taking the examination at the San Diego examination site each day, the department determined that it is no longer feasible to continue operations at this site. Therefore, the department's San Diego site will close effective November 1, 2011. Individuals living in

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the San Diego area will still have the option of taking the examination at a nearby PSI location such as in San Diego, Riverside and Anaheim or at the department's Los Angeles test center. Staff working at the department's San Diego test center will be transferred to the San Diego Investigations Office where they will provide much needed administrative support.

The addresses and driving directions to PSI's Southern California test center locations are located on their 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 Producer Licensing Toll Free 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.