Note: Use this booklet to register for all Institutes 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 12. For the most current exam information, please view the electronic version of this registration booklet on our website, www.TheInstitutes.org.

Exam Information and Study Materials

Computer administration is the method for test delivery unless otherwise noted. 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 Service representative about study materials, or email your question to CustomerService@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, www.TheInstitutes.org, 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, ERM, and SPPA programs at Prometric Testing Centers and on-site testing centers.

Select Exams Also Offered via Paper and Pen: If a computer administration option is not available, you can register to take these exams as Select Exams Offered via Paper and Pen. These exams are offered via paper and pen:

- Introduction to Property-Casualty Insurance
- Introduction to Claims
- Introduction to Underwriting
- Introduction to Risk Management
- Essentials of Supervision (SM 18)
- Supervisory Skills (SM 19)
- Delivering Insurance Services (AIS™ 25)
- Risk Management for Public Entities

Select paper and pen exams are administered using test booklets and optical scan answer sheets. Paper versions of the select exams are available year-round and are administered in the workplace under the supervision of a proctor identified by the examinee. The proctor can be a course leader, supervisor, or human resources staff member. Select exams follow many of the procedures and rules applicable to other Institutes exams.

Separate information is presented in this booklet for areas in which select exams differ from the other forms of Institutes exams. Instances where select exam information differs include the actual registration form (pages 17 and 18) and the registration fees (page 10).
IMPORTANT PROGRAM INFORMATION AND CHANGES

Course Content Changes
Please read before registering.
Content material was revised for all of the courses listed below beginning October 1, 2014. The new course content in many of these courses reflects recent changes that Insurance Services Office, Inc. (ISO) made to its commercial lines forms. Updated courses include:

- AAI 81, 82, and segmented exams
- ACSR 6, 7, 8, 9
- AFSB 151 (exams for new content are 60 items and 90 minute time limit)
- AIAF 114, 115 (new courses)
- AIC 40, 41, 42, 43 and segmented exams
- AINS 23 and segmented exams
- ARe 143
- ASLI 164
- AU 61, 62
- CPCU 551, 552, 557

Visit The Institutes’ website, www.TheInstitutes.org/guide/courses/program-updates, for more information about the updated course content.

Examinations Availability

- Deadline: Exams based on pre-October 1, 2014, study material are no longer available.

Online Courses

- Some Institutes courses are offered online using the Moodle open source learning platform. Exams for online courses such as Ethics, ANFI 206, and courses in WCCA and ACSR are available year-round on Moodle.
- ANFI 206, WCCA, and ACSR exams are not offered at Prometric Testing Centers.
- Visit The Institutes’ home page; click on Study Material and then select Online Learning.

Ethics Requirement

- To earn an Institutes designation, you must pass the exam for either Ethical Guidelines for Insurance Professionals (Ethics 311) or Ethics and the CPCU Code of Professional Conduct (Ethics 312).
- Both exams have 50 questions and are offered free of charge.
- There is a nominal $5 administrative fee to process continuing education (CE) credit for passing an ethics exam.
- For more information or to register, go to www.TheInstitutes.org/ethics or call Customer Service at (800) 644-2101.

ANFI 206 Exam

- The ANFI 206 exam is an open book test that is not administered at a Prometric Testing Center. See The Institutes’ website for course and exam information.

WCCA Exams

- WCCA exams are offered only on Moodle as both full course exams or as segmented exams based on several assignments.

WCCP Exam Administration Update

- Deadline: California Workers’ Compensation Claims Professional (WCCP) examinations CA 16B, CA 17, and CA 20, which are currently administered via Moodle, will not be offered on Moodle beyond one year after your date of purchase.
- Newly developed WCCP examinations, WCCP 16, WCCP 17, WCCP 18, and WCCP 20, are available only at Prometric and on-site testing centers. Moodle administration is not offered.
- The new WCCP exams are administered only during the dates corresponding to The Institutes’ testing windows.

ACSR Exam Information

- ACSR exams 1-8, 10, 11, and 12 will contain from 25-30 test questions. ACSR 9 will contain 30 questions.
- The time limit for ACSR 9 is one hour. The time for all other ACSR exams is 45 minutes.
- ACSR exams are offered year-round, but are not available at Prometric Testing Centers.

AIAF Exam Administration

- AIAF 111 and AIAF 112 exams are no longer available.
- These two courses are replaced by newly developed courses:
  - AIAF 114—Insurer Accounting Management
  - AIAF 115—Insurer Risk and Capital Management

AFSB Exam Registration Information

Both the AFSB 152 and 153 texts have been revised. The new 152 text is titled “Contract Surety,” 3rd ed. The new 153 text is “Commercial Surety, Crime Insurance, and Financial Institution Bonds,” 1st ed.
- If you are preparing for an AFSB 152 or 153 exam using previously published study material, you must call Customer Service to register for an exam.
  - DO NOT register for an exam using the Internet.
  - DO NOT submit a paper registration form.
  - You must register by calling The Institutes’ Customer Service Department at (800) 644-2101.
  - Failure to call Customer Service will result in a registration for an exam based on the newly revised study material.
- There are no registration restrictions for examinees preparing for an exam using the newly published study material.
- Exams based on the new AFSB texts contain 70 questions. Exams based on the previous texts still contain 85 questions. All exams are two hours.
- Deadline: Examinations based on old study material will not be available after December 15, 2015.
Continuing Education Credit—Candidate’s Responsibility

Inform The Institutes About CE Needs

Important Note Regarding CE Filing: The Institutes file CE credits according to the statutes of the state(s) in which you are licensed. It is your responsibility to understand the reporting requirements of your state(s). Failure to provide The Institutes with your current license information in accordance with the codes, policies, or regulations of your state(s) may result in CE credits not being filed. Any late filing fees and charges will be the sole responsibility of the student. To ensure prompt filing of your CE credits, log in to The Institutes’ website, www.TheInstitutes.org. 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 approved states in which you have current license information filed with us. Visit www.TheInstitutes.org/ce for more information on CE filing.

Exam Dates

Testing Windows for Computer Administered Institutes Exams

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

International Institutes Exams (when computer administration is unavailable)

Paper and pen administration of Institutes exams is available only at international locations, only when computer administration is not available, and is limited to four dates:

- March 2, 2015
- June 1, 2015
- September 7, 2015
- December 7, 2015

Select Exams Also Offered via Paper and Pen

Paper and pen exams administered in the workplace are available year-round. See a list of applicable exams on page 1.

General Exam Information

Exam Format

Exams are administered on computer. Computer-administered exams are preceded by an optional 30-minute tutorial and are followed by a brief survey. Paper and pen format is offered on a limited number of days at international centers only when computer administration is not possible.

Testing Centers

Computer exams are administered at Prometric Testing Centers and at Institutes-approved on-site testing centers, usually an employer facility.

On-site testing centers—Visit The Institutes’ website at www.TheInstitutes.org/register/examlocations.htm to locate a center.

Prometric Testing Centers—Prometric centers are located in more than 550 cities worldwide. Log on to www.prometric.com/TheInstitutes to find a center. Examinees must arrive at Prometric Testing Centers at least 30 minutes before a scheduled appointment for check-in.

Arrangements will be made to administer paper and pen exams at an international location if computer administration is not available. Arrangements must be made well in advance of the test date.

Fees

Fees vary by program, test location, and employment. See pages 9 and 10. Refer to page 9 for information about individuals who qualify for a reduced registration fee.

Registration Cancellations

Cancellation forfeiture will apply in part or in full depending on the time of cancellation. See page 5 for cancellation and credit forfeiture policies.

Retesting

Examinees may take the same exam a maximum of two times during a given testing window and a maximum of four times per calendar year. All exam retakes are subject to the full applicable exam registration fee.

Employer-Paid Exam Fees

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.

Special Arrangements

The Institutes make every effort to assist students who have disabilities and need special exam arrangements. We do not charge for this service, but we require documentation of disability. Submit a written request no later than the first day of the testing window for which you wish to register. To apply, email Assessments@TheInstitutes.org.
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

<table>
<thead>
<tr>
<th>How to Register</th>
<th>Online</th>
<th><a href="http://www.TheInstitutes.org">www.TheInstitutes.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(800) 644-2101 (Monday–Friday, 8 AM to 6 PM ET)</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>(610) 640-9576</td>
<td></td>
</tr>
<tr>
<td>Mail</td>
<td>720 Providence Rd., Suite 100, Malvern, PA 19355-3433</td>
<td></td>
</tr>
<tr>
<td>Registration Form (for mail-in or fax)</td>
<td>see page 17 or see page 19 for information about Select Paper and Pen exams.</td>
<td></td>
</tr>
</tbody>
</table>

Payment

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.

Identification

Register for an exam using your name exactly as it appears on the photo ID with signature that you will present at the testing center. If you have any questions, call The Institutes before scheduling your appointment.

Computer Exam Registration Deadlines

See the chart on page 10 for exam fees and deadline dates. Note that a registration for a computer exam will not be accepted after the twelfth of the month in which the testing window closes.

Exam Registration Confirmation Notice

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. Registrants for a Select Paper and Pen exam must register three weeks before your preferred exam date. No confirmation notice will be sent. Rather, please confirm with your proctor that the test materials arrived in time for the selected test date.

Scheduling a Computer-Administered Exam Appointment

Scheduling Considerations

Schedule your appointment when you know you will be ready to sit for the exam. Otherwise, you could incur additional fees. See page 10.

1. Prometric will charge a $50 fee to students who reschedule their appointments within three to twelve business days prior to a test date. (2) Transferring the registration to the next testing window will incur a cancellation fee from The Institutes. (3) Cancelling an 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 also recommend scheduling the exam appointment early in the testing window in case the exam must be rescheduled or retaken. This directive does not apply to select paper and pen examinees who choose a test date at the time of registration.

<table>
<thead>
<tr>
<th>Scheduling a Computer Exam Appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment</td>
</tr>
<tr>
<td>Waiting Period</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>On-Site Testing Centers</th>
<th>Contact the testing center directly. The list of approved on-site testing centers is available at <a href="http://www.TheInstitutes.org/examlocations">www.TheInstitutes.org/examlocations</a>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prometric Testing Centers</td>
<td>To locate a Prometric Testing Center and schedule an appointment, log on to <a href="http://www.Prometric.com/TheInstitutes">www.Prometric.com/TheInstitutes</a> or call (877) 311-2525. A valid registration and an examinee’s ID are needed when scheduling an appointment. Prometric’s international phone numbers are listed on page 12.</td>
</tr>
<tr>
<td>Arrival at Prometric Testing Center</td>
<td>Examinees are required to arrive at the testing center no later than 30 minutes before their scheduled appointment in order to complete the check-in process before the actual exam start time. Students arriving more than 15 minutes after their scheduled appointment will be not seated if the test center administrator determines doing so will disrupt other scheduled appointments. The late student will not be entitled to a refund or an exam credit.</td>
</tr>
</tbody>
</table>
### Rescheduling an Exam Appointment Within the Same Testing Window

<table>
<thead>
<tr>
<th>On-Site Testing Centers</th>
<th>On-site testing centers have their own policies and procedures for rescheduling. Contact the center directly.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prometric Testing Centers</td>
<td>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. 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://www.prometric.com/TheInstitutes">www.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 rescheduling fee, please contact Prometric Customer Care directly at (800) 775-3926.</td>
</tr>
</tbody>
</table>

### Transferring an Exam Registration to the Next Testing Window

<table>
<thead>
<tr>
<th>Transferring to the Next Testing Window</th>
<th>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 to transfer to the next testing window and pay a transfer fee. If the transfer request is made within three to twelve business days of a Prometric test date, Prometric also will charge a $50 rescheduling fee. See chart on page 10 for applicable fees.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam Transfer Deadline</td>
<td>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.</td>
</tr>
</tbody>
</table>

### Exam Cancellation

Cancellation results in termination of a registration and the appointment. 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. Exam fee credits will be issued according to the fee charts on page 10.

<table>
<thead>
<tr>
<th>Exam Cancellation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Canceling an Exam Registration</td>
<td>Go to The Institutes’ website, <a href="http://www.TheInstitutes.org">www.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.</td>
</tr>
<tr>
<td>Canceling an Appointment at a Prometric Center</td>
<td>An appointment can be canceled up to three days before the test date by going to Prometric’s website, <a href="http://www.Prometric.com/TheInstitutes">www.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.</td>
</tr>
<tr>
<td>Cancellation Deadline</td>
<td>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.</td>
</tr>
<tr>
<td>Canceling an Appointment at an On-Site Testing Center</td>
<td>Contact the testing center directly for cancellation policies and procedures. You must also cancel your registration with The Institutes (see above).</td>
</tr>
<tr>
<td>Cancellation Forfeiture</td>
<td>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 10). Remaining credit is valid for two years from the date of issue.</td>
</tr>
</tbody>
</table>
Conditions of Registration and Exam Administration

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, you acknowledge at the time of registration:

• You shall not request, nor shall you secure test questions, voluntarily or involuntarily.
• You have not 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.


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

Agreement

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 https://www.TheInstitutes.org/doc/canons.pdf.

Review and Investigation

Violations of your agreement to maintain the security and integrity of Institutes examinations are subject to The Institutes’ Code of Academic and Professional Integrity, http://www.TheInstitutes.org/CAPI.

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
# 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 Rules of Conduct

| Examinee Conduct | CPCUs and CPCU candidates are subject to the CPCU Code of Professional Conduct. The CPCU code is available at www.TheInstitutes.org/doc/Canons.pdf. CPCUs, along with all other persons taking Institutes exams, are subject to The Institutes’ Code of Academic and Professional Integrity. The Institutes’ Code is available at www.TheInstitutes.org/CAPI. Furthermore, you will not be permitted to sit for an exam if you do not agree to abide by the Rules of Conduct statement at the beginning of exam administration and will forfeit the registration fee. |

## Exam Policies

| Identification | You must present valid, unexpired 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. Do not leave the testing center without calling The Institutes. |

| Incorrect ID Number | If your ID number is incorrect and you made the appointment under that number, take the exam and call The Institutes immediately afterwards. |

| Breaks | No scheduled breaks are provided. However, examinees may visit the restroom. When doing so, you will be required to sign out and then sign in again. You must return to your exam within five minutes, and the examination clock will continue to run. Communication with anyone other than a test administrator is prohibited. |

| Problems During the Exam | Raise your hand if you encounter a problem during the exam. You may not communicate with anyone other than the test administrator. |

## Prohibited Items

Food and drink, jackets and hats, study materials, notes, dictionaries, and any form of electronic device, with the exception of an acceptable calculator (see page 8), are expressly prohibited. 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 Assessments@TheInstitutes.org. A PDA or cell phone cannot be used in place of an acceptable calculator. Lockers are available at Prometric Testing Centers for storing personal items. Do not bring anything to a Prometric Testing Center that you hesitate to place in a locker. Prometric Testing Centers reserve the right to ask examinees to turn out their pockets and to use a metal detector wand.

## Provided Items for Electronic Exams

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 Testing Centers.

## Prometric Testing Centers

Security at Prometric Testing Centers is very stringent. You could be asked to turn your pockets and be subjected to a metal detector wand. Cameras and video recording are in constant use. Test Center administrators circulate within the testing room at least every 30 minutes. Scratch paper is collected at the end of the exam and shredded.

## No Visitors at Testing Centers

Visitors and companions are not permitted to wait in the testing center.

## Inclement Weather

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.
### Calculator Policy

**Use of a Calculator**

Based on the content of their study materials, examinees should determine for themselves whether they need a calculator during an examination. Calculator instructions cannot be brought into the testing room.

Examinees sitting for a CAS 1 or CAS 2 exam are restricted to use only the following Texas Instrument calculators:

- BA-35
- TI 30Xa
- BAII Plus
- TI-30X II (IIS solar or battery)
- BA II Plus professional
- TI-30X MultiView (or XB battery)

For other Institutes exams, use of any solar- or battery-powered calculator that does not have alphabetic keys for typing words and that does not contain paper tape is permitted during an exam. Business/financial calculators—including those that are programmable—meeting these criteria are permitted.

A PDA or cell phone is not an acceptable calculator. Prometric will provide a basic calculator if requested. Call The Institutes at (800) 644-2101 if you encounter a problem concerning use of an acceptable calculator.

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### 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.
- Exam appointments 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.
- No breaks are scheduled during an examination. An examinee who leaves the workstation to use the restroom must return within five minutes. Remaining exam time will continue to count down during the examinee’s absence.

### Information About Computer-Administered Exams

<table>
<thead>
<tr>
<th>Demo Exam</th>
<th>For a hands-on demonstration of computer-delivered essay or objective exam questions, visit The Institutes’ website at <a href="http://www.TheInstitutes.org">www.TheInstitutes.org</a>. Entering the phrase “demo exam” in the search box will take you to a screen that displays the Exam Demo tab.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required Skill Level</td>
<td>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. When taking an essay-style exam, enter your answers using the computer keyboard. Shortcuts commonly associated with Word processing software are not available.</td>
</tr>
<tr>
<td>Essay Exams</td>
<td>For CPCU 560 essay exams, type your answers using the keyboard. Cut and paste and some other word processing functions are not available during the exam.</td>
</tr>
<tr>
<td>Mark for Review</td>
<td>You can Mark for Review any questions that you want to come back to later. You can set the review screen to show several options, such as which questions were answered and marked or just those that remain unanswered. You can practice Mark for Review with the Demo Exam.</td>
</tr>
<tr>
<td>Reference Tab</td>
<td>Clicking on the Reference tab will allow you to access documents, financial value tables, and formulas that will assist in answering exam questions. The tab will not appear in all exams and will display only in Part B of an examination. Not every exam calls for reference material.</td>
</tr>
</tbody>
</table>
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 10 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

You must submit the exam Registration Form on or before the first day of a testing window, and a letter from your registrar or government employer specifying full-time status each time you register.

Restrictions apply. Segmented, paper and pen, and international paper and pen exams do not qualify for a discounted fee. 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 Service at CustomerService@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 will provide free exams and study materials to full-time active duty military personnel, National Guard members, and reservists who prepare for or successfully pass an Institutes exam while on deployment in support of combat operations outside the continental United States. We require valid military ID, proof of duty status, and proof of deployment orders. For further information, contact Customer Service at CustomerService@TheInstitutes.org.
# 2015 Exam Fee Schedule

<table>
<thead>
<tr>
<th>Full Exams</th>
<th>On-Site Exam Fee</th>
<th>Prometric Early Exam Fee*</th>
<th>Prometric Standard Exam Fee*</th>
<th>U.S. Pen/Paper Exam Fee (Non-Transferrable)</th>
<th>International Pen/Paper Exam Fee (Non-Transferrable)</th>
<th>Transfer Fee (Subject to exam transfer rules and time/date restrictions)</th>
<th>Cancellation Forfeiture (Subject to exam cancellation rules and time/date restrictions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPCU</td>
<td>$235</td>
<td>$260</td>
<td>$330</td>
<td>N/A</td>
<td>$460</td>
<td>On-site - $85</td>
<td>Prometric - $110</td>
</tr>
<tr>
<td>AINS</td>
<td>$120</td>
<td>$145</td>
<td>$210</td>
<td>N/A</td>
<td>$350</td>
<td></td>
<td></td>
</tr>
<tr>
<td>API, AIC, ARM, AU, AIT, ARe, Cyber, SPPA, WCCA**, WCCP</td>
<td>$170</td>
<td>$195</td>
<td>$260</td>
<td>N/A</td>
<td>$400</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIM, AAI, APA, AMIM, AAAF, AFSB, ASLI, IR, ANFI**</td>
<td>$225</td>
<td>$250</td>
<td>$315</td>
<td>N/A</td>
<td>$450</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ERM</td>
<td>$235</td>
<td>$290</td>
<td>$355</td>
<td>N/A</td>
<td>$490</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intro to Property &amp; Casualty; Claims; Underwriting; Risk Management</td>
<td>$45</td>
<td>$145</td>
<td>$210</td>
<td>$170</td>
<td>$350</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACSR**</td>
<td>$55</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SM 18/19; RMPE 352</td>
<td>$70</td>
<td>$145</td>
<td>$210</td>
<td>$170</td>
<td>$350</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIS 25</td>
<td>$90</td>
<td>$145</td>
<td>$210</td>
<td>$170</td>
<td>$350</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAS</td>
<td>N/A</td>
<td>$315</td>
<td>$315</td>
<td>N/A</td>
<td>N/A</td>
<td>$110</td>
<td>$315</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Segmented Exams</th>
<th>On-Site Exam Fee</th>
<th>Prometric Early Exam Fee*</th>
<th>Prometric Standard Exam Fee*</th>
<th>U.S. Pen/Paper Exam Fee (Non-Transferrable)</th>
<th>International Pen/Paper Exam Fee (Non-Transferrable)</th>
<th>Transfer Fee (Subject to exam transfer rules and time/date restrictions)</th>
<th>Cancellation Forfeiture (Subject to exam cancellation rules and time/date restrictions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AINS 21, 22, 23, 24 (A, B, C)</td>
<td>$60</td>
<td>$95</td>
<td>$145</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIC 37, 41, 43 (A, B)</td>
<td>$105</td>
<td>$135</td>
<td>$185</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPPA 30</td>
<td>$105</td>
<td>$135</td>
<td>$185</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>API 28,29 (A,B)</td>
<td>$105</td>
<td>$135</td>
<td>$185</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIC 30, 31, 32, 39, 44 (A, B, C)</td>
<td>$75</td>
<td>$115</td>
<td>$165</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARM 54, 55, 56 (A, B, C)</td>
<td>$75</td>
<td>$120</td>
<td>$170</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AAI 81, 82, 83 (A, B, C)</td>
<td>$95</td>
<td>$135</td>
<td>$185</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ERM 57 (A, B, C)</td>
<td>$115</td>
<td>$155</td>
<td>$205</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Changes made to Prometric appointments are subject to a rescheduling fee.

**ANFI 208, WCCA, and ACSR exams are given online year-round. They are not restricted to testing windows and not offered at Prometric. Call Customer Service with questions.

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.

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, [www.TheInstitutes.org](http://www.TheInstitutes.org), or call Customer Service at (800) 644-2101, for the latest course and program information.
### 2015 Fees for Select Exams Offered via Paper and Pen

<table>
<thead>
<tr>
<th>Full Exam</th>
<th>Domestic Fee</th>
<th>International Fee</th>
<th>Re-Registration Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to Property–Casualty Insurance (320)</td>
<td>$170</td>
<td>$345</td>
<td>$55</td>
</tr>
<tr>
<td>Introduction to Claims (330)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduction to Risk Management (350)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduction to Underwriting (360)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Essentials of Supervision (SM18)</td>
<td>$170</td>
<td>$345</td>
<td>$55</td>
</tr>
<tr>
<td>Supervisory Skills (SM19)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Management for Public Entities (352)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivering Insurance Services (AIS 25)</td>
<td>$170</td>
<td>$345</td>
<td>$55</td>
</tr>
</tbody>
</table>

* A domestic examinee may re-register for a missed exam at a reduced fee of $50 if the request is approved by The Institutes and if the rescheduled exam will be administered within 90 days of the original exam date.

### Exam Grading

<table>
<thead>
<tr>
<th>Exam Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple-Choice Exams</td>
<td>As soon as you complete the exam, you will receive an unofficial grade report, unless grading is delayed (see below).</td>
</tr>
<tr>
<td>Essay Exams</td>
<td>Essay exams are returned to The Institutes for grading. As many as three graders may independently review an exam to determine the final score. Grades are available within one month of the test date, unless grading is delayed (see below).</td>
</tr>
<tr>
<td>Examinee ID</td>
<td>An exam is identified by candidate number and not by name.</td>
</tr>
<tr>
<td>Lost Exam</td>
<td>If an exam is lost in shipping or accidentally destroyed during transmission, no grade can be determined. The Institutes will arrange to re-administer the examination.</td>
</tr>
<tr>
<td>Exam Grade Notification</td>
<td>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.</td>
</tr>
</tbody>
</table>

### Exam Grading Delay

<table>
<thead>
<tr>
<th>Exam Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam Delays</td>
<td>Grades can be delayed when a course undergoes a change in content or exam format. Results are delayed until an adequate number of administrations allows for statistical analysis of the exam forms. Please be aware of this situation when registering for an exam that is introducing new study material or a new exam format. Please note that the grading of all essay exams may be delayed for up to seven weeks. Check The Institutes’ website for any grading delays.</td>
</tr>
<tr>
<td>Exam Grades</td>
<td>Institutes exams are scored using a letter grade. Grades are final and are not subject to appeal. Numerical scores are not released.</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th><strong>International Exam Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Computer Exam Administration Outside the U.S.</strong></td>
</tr>
<tr>
<td><strong>Paper and Pen Exams/Exam Fee</strong></td>
</tr>
<tr>
<td><strong>Payment</strong></td>
</tr>
<tr>
<td><strong>Paper and Pen Cancellation Forfeiture</strong></td>
</tr>
<tr>
<td><strong>2015 Paper and Pen Exam Dates</strong></td>
</tr>
</tbody>
</table>
| **How to Register** | **Online** www.TheInstitutes.org  
**Phone** (800) 644-2101 (Monday–Friday, 8 a.m. to 6 p.m. ET)  
00 + 1 + 610 644 2100  
**Fax** 00 +1 + 610 640-9576  
**Mail** 720 Providence Road, Suite 100, Malvern, PA 19355-3433  
Registration Form (for mail-in or fax)–See pages 17 and 18 |
| **Identification** | Register for an exam using your name exactly as it appears on the photo ID you will present at the testing center. |
| **Contacting The Institutes** | Outside the U.S. and Canada, please call 00 + 1 + 610 644 2100 or email CustomerService@TheInstitutes.org. |
| **Registration Deadline** | Registrations for international paper and pen exams will not be accepted after the first day of a testing window in which the exam date falls. Those dates are January 15, April 15, July 15, and October 15, 2015. |
| **Registration Confirmation** | Notification of the location and time of a paper and pen exam center address will be mailed approximately three weeks prior to the exam date. |

### International Prometric Telephone Numbers

<table>
<thead>
<tr>
<th><strong>Region</strong></th>
<th><strong>Contact Center</strong></th>
<th><strong>Region</strong></th>
<th><strong>Contact Center</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>North America–U.S. &amp; Canada</td>
<td>1-877-311-2525</td>
<td>Korea</td>
<td>82-2-1566-0990</td>
</tr>
<tr>
<td>Latin America &amp; Caribbean</td>
<td>1-443-751-4995</td>
<td>China</td>
<td>86-10-6279-9911</td>
</tr>
<tr>
<td>Europe</td>
<td>31-320-239-540</td>
<td>Hong Kong</td>
<td>60-3-7628-3333</td>
</tr>
<tr>
<td>Middle East &amp; North Africa</td>
<td>31-320-239-530</td>
<td>Southeast Asia</td>
<td>60-3-7628-3333</td>
</tr>
<tr>
<td>Africa</td>
<td>31-320-239-593</td>
<td>India</td>
<td>91-124-414-7700</td>
</tr>
<tr>
<td>Japan</td>
<td>81-3-5541-4800</td>
<td>Australia &amp; New Zealand</td>
<td>61-2-9640-5899</td>
</tr>
</tbody>
</table>
The Institutes’ Customer Information
Release Policy

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 or contact Customer Service at (800) 644-2101.

PLEASE READ the following information carefully before you make a confidentiality request so that you fully understand the impact of such request.

Upon receipt of a confidentiality request, The Institutes will NOT share any of your personally identifiable information with any third party (including, without limitation, your employer or governmental agency, unless required by law). Accordingly, a confidentiality request may have a significant impact on you as well as on your current or future employer. For example, if you request that your personally identifiable information be treated as confidential:

• The Institutes will not confirm that you are enrolled in a course, registered to sit for any exam, or that you hold a designation or certification or any other information included in your personally identifiable information to any third party including your employer or governmental agency;
• Payment and/or reimbursement for courses and exams may be complicated or refused by your employer; and
• You may not receive important information about additional educational opportunities, classes or benefits available to you.

Privacy Policy

The Institutes do not sell or provide customer lists to non-affiliated third parties. In an effort to maintain efficient service while respecting the privacy of our certificate and designation holders and others participating in The Institutes’ courses and exams (collectively, “customers”), The Institutes have adopted this Customer Information Release Policy (“Policy”) and, as such, The Institutes may provide your personally identifiable information to a third party in order to complete a specific business transaction on behalf of The Institutes or for the reasons set forth.

The Institutes, its subsidiaries and affiliated organizations (collectively referred to herein as “The Institutes”) collect personally identifiable information regarding its customers, including, without limitation, customer names, employer names, addresses, telephone numbers, email addresses, titles, functional areas, exam information, courses enrolled in and/or completed and other course and exam information, and certification and designation information (collectively, “personally identifiable information”).

The Institutes will share your personally identifiable information in the following circumstances (unless you have specifically requested that we maintain the confidentiality of your personally identifiable information in accordance with the terms of this Policy as set forth):

1. The Institutes will confirm whether or not a customer holds an Institutes designation or certificate or is a CPCU Society member upon the request of a third party because, among other reasons:
   • It is in the public’s interest to know whether someone holds a credential or designation.
   • It assists in enforcing the CPCU Code of Professional Conduct.
   • Lists of program completers are a matter of public record.
     • The public may determine that someone holds an Institutes designation or certificate by using the search program at our website.
     • CPCU Society members may log onto the CPCU Society website and perform a membership search.

2. We release course and exam information to a customer’s employer and various state departments and CE filing organizations to be used for various purposes such as facilitating payments for Institutes coursework, reporting CE credits, and employee recognition.

3. The Institutes publish an annual CPCU class list and may publish other annual lists naming individuals that have earned a designation or certificate in the news media or for recognition purposes at various insurance organization meetings.

4. The Institutes provide its affiliated organizations and subsidiaries with its customers’ personally identifiable information for the purpose of making its customers aware of certain educational opportunities, news, activities, additional courses and programs, services and membership benefits available to them.

5. The Institutes release personally identifiable information to its instructors so that instructors can monitor examination pass ratios, and recognize educational achievement and, for other related reasons.

6. The Institutes do not release or sell personally identifiable information to third parties for marketing purposes.

7. The Institutes will provide personally identifiable information as required by either state or federal law for notification purposes and to third party operational service providers at the direction and on behalf of The Institutes. Such service providers will treat personally identifiable information pursuant to the terms of this Policy.

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.
Updating Personal Information
At any time you may contact The Institutes at (800) 644-2101 to update your personally identifiable information, opt-in to, 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 Our Privacy Policy Terms
Enrolling in any Institutes course, registering for an exam or holding an Institutes certification or designation indicates your acceptance of this Policy.

Select Exams Offered via Paper and Pen

| Registration Deadline | Other than the requirement to submit the registration three weeks in advance of the exam date, there is no registration deadline or late fee associated with a select exam offered via paper and pen. |
| Exam Confirmation Notice | The Institutes will ship the examination materials approximately two weeks in advance of your test date. The test administrator will be requested to inform you when the exam materials arrive and to confirm the agreed upon test date. |

Steps in the Registration Process

1. Secure an appropriate person to administer your exam. A course leader, a manager, a supervisor, or another experienced person, such as a training/education coordinator or the education chairperson of an insurance association, would be an appropriate choice. Friends, relatives, and nonsupervisory coworkers are not appropriate test administrators. Explain to the person you select as your test administrator that The Institutes provide no compensation for test administration, and with that person jointly review the Test Administrator Responsibilities on page 15.

As an alternative, consider taking a computer exam at a Prometric Testing Center. The registration fee is lower and exam results usually are available immediately after the conclusion of the testing session.

2. Choose an exam date. Select paper and pen exams can be administered at any time, not just during The Institutes’ testing windows.

3. Complete the Registration Form on pages 19 and 20 in ink. Note that exam fees differ according to the exam and where it is administered. See page 11.

4. Submit the registration form. Give the completed Registration Form and exam fee to your test administrator so it can be mailed to The Institutes at least three weeks before your exam date.

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.
Test Administrator Instructions for Select Paper and Pen Exams

The list of Select Paper and Pen Exams is available on page 11. A student registering for paper and pen exams must provide the following registration and proctoring information to a prospective test administrator.

Test Administrator: The student has enlisted your aid as a test administrator for one of The Institutes Select Exams. Please take the necessary steps to ensure that the registration form can be mailed to The Institutes at least three weeks before the exam date.

Test Administrator Registration Responsibilities

<table>
<thead>
<tr>
<th>Complete the Registration Forms</th>
<th>Collect a registration form from each examinee. Forms must be submitted with the appropriate exam fee. Please make a photocopy of the student information side of all registrations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>See page 19.</td>
<td></td>
</tr>
<tr>
<td>Sign Item 18 of the Registration Form</td>
<td>Please read, complete, and sign item 18. Be certain that your name and address appear in the shipping information block on the form.</td>
</tr>
<tr>
<td>Multiple Registrations</td>
<td>A group of registration forms requires shipping information only on the first form in the batch.</td>
</tr>
<tr>
<td>Submit the Registration Forms</td>
<td>At least three weeks before the exam date, send the registration form(s) to The Institutes. Also submit a cover letter that confirms the names on the registration forms. Mail registration(s) for paper and pen exams to Select Paper Exams, The Institutes, 720 Providence Road, Suite 100, Malvern, PA 19355-3433.</td>
</tr>
</tbody>
</table>

Test Administration Responsibilities

Receive Exam Materials

Exams will be shipped to you by UPS. If you do not receive the exam shipment one week before the scheduled test date, call The Institutes at (610) 644-2100, ext 7304.

Notify Examinee

Inform the examinee(s) when the examination(s) arrives and reconfirm the test date.

Proctor the Exam

• Serve as a test administrator without compensation from The Institutes.
• Receive and ensure the safety and integrity of the exam(s) and student answers, and ensure that neither the exam nor any part of it is photocopied or recorded in any way or discussed with anyone.
• Arrange for a quiet disruption-free area for administration of the examination.
• Administer the exam according to the instructions that accompany it including monitoring the examinees during the entire testing session.
• Carefully monitor the exam room during the testing session to ensure test security.
• Return the exam(s) to The Institutes immediately after administration.
To register for an exam, please complete both sides of this form and return it to The Institutes as soon as possible. Do not use this form to register for AAI segmented examinations offered through state associations—see AAI class sponsor or Select Exams Offered via Paper and Pen listed on page 11. Either credit card information or the necessary fees (U.S. currency only) must accompany this Registration Form.

www.TheInstitutes.org Telephone: (800) 644-2101 or (610) 644-2100 Fax: (610) 640-9576 Email: CustomerService@TheInstitutes.org

1. Student ID number (if assigned)

To have a student identification number assigned to you, please call Customer Service at (800) 644-2101.

Cautions about requesting new ID numbers:
- The Request a New ID function is not available to employees of some companies. Check with your employer before requesting a new ID number.
- Changing to a new ID number may delay employer reimbursement or incentive payments. Check with your employer before requesting a new ID number.
- Creating a new ID number may result in exam grades being improperly recorded in your different records. Always check your grades after changing your ID number.

2. PRINT your full name exactly as shown on the photo ID you will present at the testing center. Your name must match, or you will be denied admission to the testing center.

Last | First | MI

3. If you have previously registered for an examination under a different name, please print that name.

Last | First | MI

4. Date of birth: Year ____________ Month ____________

5. Year entered the insurance business ____________

6. Highest degree earned: (Check one.)

1  High school or GED
2  Associate
3  Bachelor
4  Master
5  Law
6  Doctorate
7  None of the above

7. Business title __________________________

8. Job level: (Check one.)

1  Executive
2  Senior management
3  Middle management
4  Professional (non-mgmt)
5  Administrative
6  Other

9. Principal job function: (Check one.)

1  Commercial insurance underwriting
2  Personal insurance underwriting
3  Claims
4  Risk management
5  Sales/marketing/account production
6  Information systems OR technology
7  Human resources OR training and development
8  Customer service
9  Other insurance services (Please specify.)
10  Other financial services (Please specify.)

10. Employer’s name __________________________

11. Branch office city/state (if applicable)

City:__________________________ State:________

12. Employer organization type: (Check one.)

1  Insurance company
2  Reinsurance company
3  Agency
4  Adjusting firm
5  Brokerage firm
6  Third-party administrator (TPA)
7  Government/public entity
8  Risk management department in a noninsurance organization
9  Professional/trade/education organization
10  Other insurance services (Please specify.)
11  Other financial services (Please specify.)

13. Daytime phone number

Area Code _____ No. _______ Extension _______

14. Email address (Please use appropriate uppercase/lowercase letters.)

Grades will be provided by email for students who provide an email address and whose exams are not scored at the exam center.

☐ If you do not want to receive your grade through email, check here.
☐ If you would like to receive email updates from The Institutes, check here.

15. Preferred mailing address: □ Home address □ Business address

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 (Please specify.)

17
Print your name: ________________________________ Student ID number: ________________________________

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

☐ CPCU ☐ AIS ☐ ARM-P
☐ AAI ☐ AIT ☐ ASLI
☐ AAI-M ☐ AMIM ☐ AU
☐ ACSR ☐ ANFI ☐ AU-M
☐ AFSB ☐ APA ☐ SM
☐ AIAF ☐ API ☐ Cyber
☐ AIC ☐ ARC ☐ SPMA
☐ AIC-M ☐ ARo ☐ WCCA
☐ AIM ☐ ARM ☐ WCCP
☐ AINS ☐ ARM-E ☐ Intro to ______

• The Institutes will provide personally identifiable information as required by either state or federal law for notification purposes and to third party operational service providers at the direction and on behalf of The Institutes.

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

Diplomas and certificates are the personal property of the students. Upon program completion, a diploma or certificate is sent directly to the student, unless the student authorizes its release in writing to another party or entity for award ceremony or shipping purposes. The Institutes reserve the right to make special arrangements to ensure delivery or to meet contractual obligations.

The public may confirm that someone holds an Institutes designation or certificate by using the search program on our website: visit www.TheInstitutes.org. Select Corporate at the top right of the screen and then scroll down to Search for a Certificate/Designation Holder and click on Search for Designation Holder.

Any student who would like to request confidentiality about all information (other than confirmation in the public interest of holding a designation) should call Customer Service at (800) 644-2101 or visit our website at www.TheInstitutes.org to elect that option. Please note that restricting the release of the limited information above may impede employer payments and a new CPCU designee’s receipt of announcements about CPCU Society membership and the CPCU Society Annual Meeting.

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 www.TheInstitutes.org/doc/canons.pdf

The Disciplinary Rules are found at www.TheInstitutes.org/CAPI.

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 54 B). Then, indicate the testing window.

<table>
<thead>
<tr>
<th>Exam No.</th>
<th>Testing Window or International Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(e.g., October 15–December 15, 2015 or December 2, 2015)</td>
</tr>
</tbody>
</table>

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

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

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

On-site Center Code Number:

Center must be pre-approved by The Institutes.

☐ International Paper and Pen Testing Center

City: ________________________________ Country: ________________________________

($200 additional fee per exam—see page 12)

21. CE Credit (Check applicable license): ☐ Producer ☐ Adjuster ☐ None

License/NPN # ________________________________

Resident State ________________________________

License Expiration Date ________________________________

22. The Institutes’ Student Information Release Policy

The Institutes release information in accordance with the following guidelines (see pages 13 and 14 of the Registration Booklet):

Upon receipt of a confidential request, The Institutes will NOT share any of your personally identifiable information with a third party (including, without limitation, your employer or government agency unless required by law).

The Institutes do not release or sell personally identifiable information of any customers. Otherwise, The Institutes will share personally identifiable information in the following circumstances:

• The Institutes will confirm whether or not a customer holds an Institutes designation or certificate or is a CPCU Society member upon request of a third party.

• Course and exam information is released to a customer’s employer and various state departments and CE filing organizations.

• The Institutes publish an annual CPCU class list and may publish annual lists of individuals who have earned a designation or certificate for the purpose of personal recognition.

• The Institutes provide its affiliated organizations and subsidiaries with a customer’s personally identifiable information for the purpose of providing timely news and information to the customer.

The Disciplinary Rules are found at www.TheInstitutes.org/CAPI.

24. Payment: (See page 10 for Exam Fee Chart.)

<table>
<thead>
<tr>
<th>Exam Fee</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Paper and Pen Exam–Add $200 Each</td>
<td>$</td>
</tr>
<tr>
<td>Credit Available</td>
<td>$</td>
</tr>
<tr>
<td>Total Remittance</td>
<td>$</td>
</tr>
</tbody>
</table>

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

For corporate invoicing, please provide the billable account code here:

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: ________________________________

For accounting use only ________________________________ Date Received ________________________________

Amount ________________________________ Account # ________________________________

Signature: ________________________________
1. Student ID number (if assigned)
___________________________________________________

To register for an exam, please complete both sides of this form and return it to The Institutes as soon as possible. Do not use this form to register for a computer-administered exam or for AAI segmented examinations offered by a state association—see AAI class sponsor. Either credit card information or the necessary fees (U.S. currency only) must accompany this Registration Form.

To have a student identification number assigned to you, please call Customer Service at (800) 644-2101.

Cautions about requesting new ID numbers:
- The Request a New ID function is not available to employees of some companies. Check with your employer before requesting a new ID number.
- Changing to a new ID number may delay employer reimbursement or incentive payments. Check with your employer before requesting a new ID number.
- Creating a new ID number may result in exam grades being improperly recorded in your different records. Always check your grades after changing your ID number.

2. PRINT your full name.

Last

First

MI

3. If you have previously registered for an examination under a different name, please print that name.

Last

First

MI

4. Date of birth: Year_____________ Month_____________

5. Year entered the insurance business

6. Highest degree earned: (Check one.)
   1  High school or GED  2  Associate  3  Bachelor
   4  Master  5  Law  6  Doctorate

   7  None of the above

7. Business title __________________________

8. Job level: (Check one.)
   1  Executive  2  Senior management
   3  Middle management  4  Professional (non-mgmt)
   5  Administrative  6  Other

9. Principal job function: (Check one.)
   1  Commercial insurance underwriting
   2  Personal insurance underwriting
   3  Claims
   4  Risk management
   5  Sales/marketing/account production
   6  Information systems OR technology
   7  Human resources OR training and development
   8  Customer service
   9  Other insurance services (Please specify.)

10. Employer’s name: __________________________

11. Branch office city/state (if applicable)

   City: __________________________ State: __________

12. Employer organization type: (Check one.)
   1  Insurance company
   2  Reinsurance company
   3  Agency
   4  Adjusting firm
   5  Brokerage firm
   6  Third-party administrator (TPA)
   7  Government/Public entity
   8  Risk management department in a noninsurance organization
   9  Professional/trade/education organization
   10 Other insurance services (Please specify.)

13. Daytime phone number:

   Area Code__________________ No. ________________ Extension _________

14. Email address (Please use appropriate uppercase/lowercase letters.)

15. Preferred mailing address:  □ Home  □ Business

   __________________________ __________________________

   Address                          Address

   __________________________ __________________________

   City/State/Zip                  Province/Country

www.TheInstitutes.org  Telephone: (800) 644-2101 or (610) 644-2100  Fax: (610) 695-0881  Email: CustomerService@TheInstitutes.org
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 (Please specify.)

17. Exam registration—Indicate the exam(s) for which you are registering.
   320  Introduction to Property and Casualty Insurance
   330  Introduction to Claims
   350  Introduction to Risk Management
   360  Introduction to Underwriting
   348  Essentials of Supervision (SM 18)
   349  Supervisory Skills (SM 19)
   025  Delivering Insurance Services (AIS 25)
   352  Risk Management for Public Entities

   □ If re-registering for an exam that was approved for transfer to
     the next testing window, pay $50 for a domestic paper and pen
     exam. Re-registration is not available for international paper and
     pen exams.

18. Select Paper and Pen Test Information
   The test administrator must complete this section.
   a. Exam Location:  Domestic  International
   b. Indicate the exam date:  /  /  

   I accept the role and responsibilities of an exam administrator and
   agree to the conditions set forth by The Institutes on
   page 15 of the examination registration booklet.

   Name—please print: __________________________
   Signature: __________________________

   Relationship to student: __________________________
   Daytime phone: __________________________       Ext. __________________________
   Email address: __________________________

   Proctor’s street address, to which exam(s) should be sent—
   No PO Box
   Company name: __________________________
   Address: __________________________
   Address: __________________________
   City/State/ZIP: __________________________
   Province/Country: __________________________

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

20. CE Credit (Check applicable license):
   □ Producer □ Adjuster □ None
   License/NPN # __________________________
   Resident State __________________________
   License Expiration Date: __________________________

21. The Institutes’ Student Information Release Policy
   The Institutes respect students’ privacy rights and are committed
   to safeguarding each student’s personal information. Please see

22. Ethics: An Institutes examinee is bound by the Disciplinary Rules,
    Procedures, and Penalties for The Institutes, which are found at
    www.TheInstitutes.org/CAPI.

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

   Exam Fees $ __________________________
   Re-registration Fee $50 (For prior approved domestic exams only) $ __________________________
   Credit Available − $ __________________________
   Total Remittance $ __________________________

   If paying by check, please make payable to The Institutes.
   For corporate invoicing, please provide the billable account code here:
   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: __________________________
   Signature: __________________________

   For accounting use only  Date Received: __________________________
   Amount: __________________________  Account #: __________________________