

Change/Cancel Policy

Candidates should call Promissor at (800) 274-5993 at least two (2) business days before the examination to change or cancel a reservation. Candidates who change or cancel a reservation with proper notice may request a refund or may transfer the fee to a new reservation. **Candidates who change or cancel a reservation without proper notice will forfeit the examination fee.**

Candidates are individually liable for the full amount of the examination fee once a reservation has been made, whether individually or by a third party.

Absence/Lateness Policy

Candidates who are unable to attend a scheduled examination may be excused for the following reasons:

- Illness of the candidate or that of the candidate's immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

Candidates who are absent from or late to an examination and have not changed or canceled the reservation according to *Change/Cancel Policy* will forfeit the examination fee. Written verification and supporting documentation for excused absences must be submitted to Promissor within fourteen (14) days of the original examination date.

Weather Delays and Cancellations

If severe weather or a natural disaster makes the Promissor Test Center inaccessible or unsafe, the examination may be delayed or canceled. Candidates may contact Promissor at (800) 274-2615 for details on delays and cancellations during severe weather.

Petition Testing

Candidates who cannot attend the scheduled examination sessions at Anchorage, Fairbanks, Juneau, Tukwila (Washington) or Spokane (Washington) due to their geographic remoteness from these locations may request "petition testing." Petition testing is available on a non-scheduled basis at several locations throughout the state. Currently, this service is available in Bethel, Craig, Cordova, Ketchikan, Kodiak, Nome, Sitka and Soldotna, usually on a monthly basis (dependent on school holidays). Candidates should call (800) 274-5993 to schedule at these locations.

For other potential petition locations, candidates should make a request at least one (1) month before the desired examination. The request should be directed to the Promissor Special Accommodations Coordinator by telephone at (800) 274-3444 x5120. The Special Accommodations Coordinator will inform candidates of the locations where the petition tests can be administered.

The candidate should provide the desired date, location and type of exam, along with other identifying information (full name, birth date, telephone number and Social Security number).

The Alaska Division of Insurance reserves the right to limit the frequency of petition testing and the locations where petition testing is available.

The fee for petition testing must be paid as detailed in *Exam Fees*. Candidates cannot be fingerprinted at petition test sites. Examination results may not be available immediately at the test site; if not, they will be mailed approximately one week after the examination. Candidates who require their scores immediately should attend one of the normally scheduled examination sessions where on-site scoring is available.

Special Exam Requests & Services

Promissor complies with the provisions of the Americans with Disabilities Act (42 U.S.C. 12101 *et seq.*) and Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e *et seq.*), in accommodating disabled candidates who need special arrangements to take an examination.

Candidates who require special arrangements due to impaired sensory, manual or speaking skills, or other disability, should fax the *Special Accommodations Request Form* (found in the back of this handbook) to Promissor.

The form must be accompanied by supporting documentation from a physician or other qualified professional reflecting a diagnosis of the candidate's condition and an explanation of examination aids or modifications. Promissor will provide auxiliary aids and services, except where such may fundamentally alter the examination or results, or result in an undue burden. The examination will be scheduled upon receipt of all required information by Promissor.

Candidates who have additional questions concerning ADA arrangements may contact the ADA Coordinator at (800) 274-3707. However, the *Special Accommodations Request Form*, along with the required supporting documentation, **MUST** be submitted to Promissor before any special examination arrangements can be finalized.

Promissor will determine the time and place of specially arranged examinations and will confirm these arrangements directly with the candidate. Candidates who need to retake an examination should notify Promissor that special arrangements were used for the previous examination.

Due to the unique nature of each special request, Promissor recommends that candidates request special services as early as possible. Promissor will make a concerted effort to provide reasonable accommodations as permitted by state licensing agencies and individual Promissor Test Center capabilities.