

Note: Use this booklet to register for all Institutes exams except AAI® segmented exams. For AAI segmented exams, see registration materials provided by the class sponsor. Additional special instructions for international examinees are presented on page 10.

Exam Information and Study Materials

Be sure you have the correct edition of the course guide and textbook(s) for the 2011 testing window in which you plan to take your exam. A current list of study material changes is available at www.TheInstitutes.org/doc/2011StudyMaterialChanges.pdf.

If you register by telephone, ask a Customer Service representative about study materials, or e-mail 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 Web site, www.TheInstitutes.org, and in our catalog, which can be downloaded from the Web site.

Segmented exams: Some exams are offered in a segmented format. This delivery method breaks up 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 for the INS, AIC, and ARM programs.

Select Exams Offered via Paper and Pen: The four introductory courses, the two supervisory courses, Delivery Insurance Services, and Risk Management for Public Entities are all available on computer. However, if the computer option is not available, you can register to take these exams as Select Exams Offered via Paper and Pen. Select paper and pen exams are administered using test booklets and optical scan answer sheets. These 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 a 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), the number of test items, and the registration fees (page 9).

Exam Descriptions

Category	Number and Type of Questions	Time Limit
INS, AIC, AIT, API, ARe, ARM®, AU, AAI, AFSB, AIAF, AIM, AMIM®, APA®, ASLI, IR 201, and ANFI™ 205	80-85 multiple-choice questions	2 hours
Please see pages 2 and 3 for CPCU® program information.		
ERM 57	6-8 short-answer essays and 4-5 comprehensive application cases, each with several essay questions	3 hours
Segmented Exams (INS, AIC, & ARM)	15-40 multiple-choice questions, depending on the course content	1 hour

Select Exams Offered via Paper and Pen

Program	Number and Type of Questions	Time Limit
Introduction to Property & Casualty	50 multiple-choice questions	2 hours
Introduction to Claims Introduction to Underwriting		
Introduction to Risk Management	40 multiple-choice questions	1.5 hours
Essential of Supervision (SM 18) Supervisory Skills (SM 19)	60 multiple-choice questions	2 hours
Delivering Insurance Services (AIS 25)	60 multiple-choice questions	2 hours
Risk Management for Public Entities	75 multiple-choice questions	2 hours

IMPORTANT PROGRAM INFORMATION AND CHANGES

Delayed Exam Results: Grades can be delayed for up to seven weeks when a course undergoes a change in content or exam format. Results are delayed until adequate administrations allow 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.

New CPCU 500 Course and Ethics Exam Requirement Will Replace CPCU 510: The current CPCU 510 is being replaced by CPCU 500-Foundations of Risk Management and Insurance and a new ethics exam. See table on page 2 for information about CPCU 500. The new fifty-question Ethics and the CPCU Code of Professional Conduct exam is offered free of charge. There is a nominal \$5 administrative fee to process continuing education (CE) credit for passing the exam. To order the Ethics and the CPCU Code of Professional Conduct exam (Ethics 312), visit the Institutes' Web site or call Customer Service at 800-644-2101. See CPCU 510 Special Instructions on page 2 for transition information.

Important Program and Exam Changes							
Course	Study Material	Available Testing Window	Exam Format	Total Exam Time	Appointment Time	Delayed Grade Reporting	Special Instructions
INS 22	Old	Jan 15 – Mar 15, 2011 Only	85- Multiple Choice Items	2 hours	2.5 hours	No Delay	You may take an INS 22 exam based on 2010 content for a final time during the January-March 2011 testing window. Call Customer Service at (800) 644-2101 to register for an exam based on 2010 content. <i>Do not register using the Web or a paper registration form.</i> Failure to register by calling Customer Service will result in an exam based on new course content. All INS 22 exams administered after January-March 2011 will be based on newly introduced content. Any registration method can be used to register for an INS 22 exam based on 2011 content.
	New	All 2011 Testing Windows	85- Multiple Choice Items	2 hours	2.5 hours	No Delay	
CPCU 500	New	All 2011 Testing Windows	60-Multiple Choice Items	1.5 hours	2 hours	No Delay	An examinee passing CPCU 500 ALSO must pass the <i>Ethics</i> and the <i>CPCU Code of Professional Conduct</i> (Ethics 312) exam in order to earn the CPCU designation.
CPCU 510	Old	Jan 15 – Mar 15, 2011 Only	25-35 Essay Items	3 hours	3.5 hours	No Delay	CPCU 510 will be offered for a final time during the January-March 2011 testing window. An examinee who does not pass CPCU 510 during the January-March testing window will be required to take CPCU 500 and the <i>Ethics</i> and the <i>CPCU Code of Professional Conduct</i> exam (Ethics 312) in order to earn the CPCU designation.
CPCU 520	Old	Jan 15 – Mar 15, 2011 Only	100-Multiple Choice Items	3 hours	3.5 hours	No Delay	Exam appointments for the new format CPCU 520 & 530 CPCU exams at Prometric Testing Centers during the January-March 2011 and possibly April -June 2011 testing windows will indicate three and one-half hours, but an examinee will be permitted one-half hour to view the tutorial and only two-hours to complete the exam. The CPCU 520 and 530 exams based on 2010 course content will be offered for the final time during the January-March 2011 testing window. <i>Do not register for a CPCU 520 or 530 exam using the Web or the paper registration form.</i> Your registration for a CPCU 520 or 530 exam based on 2010 content must go through Customer Service by calling (800) 644-2101. Failure to register through Customer Service will result in registration for the new 85-item exam based on 2011 course content. Any registration method can be used to register for a CPCU 520 or a 530 exam based on 2011 content.
	New	All 2011 Testing Windows	85-Multiple Choice Items	2 hours	2.5 hours See Special Instructions		
CPCU 530	Old	Jan 15 – Mar 15, 2011 Only	100-Multiple Choice Items	3 hours	3.5 hours	No Delay	Exam appointments for the new format CPCU 520 & 530 CPCU exams at Prometric Testing Centers during the January-March 2011 and possibly April -June 2011 testing windows will indicate three and one-half hours, but an examinee will be permitted one-half hour to view the tutorial and only two-hours to complete the exam. The CPCU 520 and 530 exams based on 2010 course content will be offered for the final time during the January-March 2011 testing window. <i>Do not register for a CPCU 520 or 530 exam using the Web or the paper registration form.</i> Your registration for a CPCU 520 or 530 exam based on 2010 content must go through Customer Service by calling (800) 644-2101. Failure to register through Customer Service will result in registration for the new 85-item exam based on 2011 course content. Any registration method can be used to register for a CPCU 520 or a 530 exam based on 2011 content.
	New	All 2011 Testing Windows	85-Multiple Choice Items	2 hours	2.5 hours See Special Instructions		

Course	Study Material	Available Testing Window	Exam Format	Total Exam Time	Appointment Time	Delayed Grade Reporting	Special Instructions
CPCU 540	Old	Jan 15 – Mar 15, 2011	100-Multiple Choice Items	3 hours	3.5 hours	No Delay	Exam appointments for the new CPCU 540 exam at Prometric Testing Center during the January-March and possibly, April-June 2011 testing windows will indicate three and one-half hours, but examinees will be permitted one-half hour to view the tutorial and only two-hours to complete the exam. You may take a CPCU 540 exam based on 2010 content for a final time during the January-March 2011 testing window. Call Customer Service to register for an exam based on 2010 content. <i>Do not register using the Web or a paper registration form.</i> Failure to register by calling Customer Service at (800) 644-2101 will result in an exam based on new content. Any registration method can be used to register for a CPCU 540 exam based on new content.
	New	All 2011 Testing Windows	85- Multiple Choice Items	2 hours	2.5 hours See Special Instructions	Delayed during Jan-Mar 2011	
CPCU 553	New	All 2011 Testing Windows	85- Multiple Choice Items	2 hours	2.5 hours	No Delay	
CPCU 555	Old	Jan 15 – Mar 15, 2011	25-35 Essay Items	3 hours	3.5 hours	No Delay	CPCU 555 will be administered in an essay format for a final time during the January-March 2011 testing window. An examinee must call Customer Service at (800) 644-2101 to register for an essay CPCU 555 exam. <i>Do not register using the Web or a paper registration form.</i> Failure to register by calling Customer Service will result in the administration of a multiple-choice exam. Exam appointments for the new CPCU 555 multiple-choice exam at Prometric Testing Center during the January-March and possibly, April-June 2011 testing windows will indicate three and one-half hours, but examinees will be permitted one-half hour to view the tutorial and only two-hours to complete the exam.
	New	All 2011 Testing Windows	85- Multiple Choice Items	2 hours	2.5 hours See Special Instructions	Delayed during Jan-Mar 2011	
CPCU 557	New	All 2011 Testing Windows	85- Multiple Choice Items	2 hours	2.5 hours	No Delay	
CPCU 551, 552, 556, and 560						Delayed during Jan-Mar 2011	These exams will continue using essay format.

Continuing Education Credit

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 on to My Profile at www.TheInstitutes.org (click on the link for State Continuing Education Licenses) 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. See The Institutes' catalog for complete CE filing information.

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 7, 2011
- June 6, 2011
- September 5, 2011
- December 5, 2011

Select Exams 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' Web site at www.TheInstitutes.org/register/examlocations.htm to locate a center.

Prometric Testing Centers—Prometric centers are located in more than 420 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.

Exam Fees

Registration fees vary by program and location of exam administration. See the information on page 8.

Registration Cancellations

Cancellation credit may apply if requested in a timely manner. See page 8 for cancellation and credit 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, e-mail assessments@TheInstitutes.org or call (610) 644-2100, ext. 7313.

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.

Registering for an Exam	
How to Register	<p>Online www.TheInstitutes.org</p> <p>Phone (800) 644-2101 (Monday–Friday, 8 AM to 6 PM EST)</p> <p>Fax (610) 640-9576</p> <p>Mail 720 Providence Rd., Suite 100, Malvern, PA 19355-3433</p> <p>Registration Form (for mail-in or fax)—see page 15 or see page 17 for information about Select Paper and Pen exams.</p>
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 signed photo ID with signature that you will present at the testing center.
Computer Exam Registration Deadlines	See the chart on page 8 for exam fees and deadline dates. Note that a registration for a computer exam will not be accepted after the 12 th of the month in which the testing window closes.
Exam Registration Confirmation Notice	<p>The Institutes send an electronic registration confirmation if an e-mail 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.</p> <p>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. See page 18.</p>

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.

Scheduling a Computer-administered Exam Appointment

Schedule your appointment when you know you will be ready to sit for the exam. 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.*

Scheduling a Computer Exam Appointment	
Appointment Waiting Period	<p>Online and Telephone Registration—Appointments can be made approximately one hour after registering.</p> <p>Fax Registration—Wait two business days.</p> <p>Mail Registration—Wait two weeks.</p> <p>Or you may schedule an appointment immediately after receiving your Examination Registration Confirmation Notice.</p>
On-Site Testing Centers	Contact the testing center directly. The list of approved on-site testing centers is available at www.TheInstitutes.org/examlocations .
Prometric Testing Centers	To locate a Prometric Testing Center and schedule an appointment, log on to www.prometric.com/TheInstitutes or call (877) 311-2525. Prometric's international phone numbers are listed on page 10.

Rescheduling an Exam Registration Within the Same Testing Window	
On-Site Testing Centers	On-site testing centers have their own policies and procedures for rescheduling. Contact the center directly.
Prometric Testing Centers	To change an appointment to another date within the same testing window, go to Prometric's Web site, www.prometric.com/TheInstitutes , or call (877) 311-2525 at least three days before the original appointment date. Otherwise, all fees will be forfeited if the exam is not taken.

Transferring an Exam Registration to the Next Testing Window	
Transferring to the Next Testing Window	Contact The Institutes at least three days before the scheduled exam to transfer to the next testing window and pay only a transfer fee. See chart on page 8 for applicable fees.
Exam Transfer Deadline	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.

Exam Cancellation

Cancellation results in termination of a registration and the appointment. Both can be canceled in one call to The Institutes. An examinee is 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 8.

Exam Cancellation	
Canceling an Exam Registration	Go to The Institutes' Web site, www.TheInstitutes.org , or call The Institutes at (800) 644-2101 three or more days before the scheduled appointment to cancel an exam registration. Doing so will also cancel your appointment at a Prometric Testing Center.
Canceling an Appointment at an On-Site Testing Center	Contact the testing center directly for cancellation policies and procedures. You must also cancel your registration with The Institutes (see above).
Canceling an Appointment at a Prometric Center	An appointment can be canceled up to three days before the test date by going to Prometric's Web site, www.prometric.com/TheInstitutes 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.
Cancellation Credit	When a credit is granted, it can be applied to study material purchases or to a future exam fee. Credit amounts vary by exam (see chart on page 8) and are good for two years from date of issue.
Cancellation and Reduced Exam Registration Fees	If you registered at a reduced fee (as outlined below), you will be allowed 50% of that fee as credit if you follow the cancellation steps outlined above. If you do not follow those steps, no credit will be granted.
Cancellation Deadline	An exam registration for a Prometric Testing Center and the Prometric appointment must be canceled at least three 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.

Reduced Exam Fees

Teachers, Students, Regulatory Employees within the United States or its Possessions

The registration fee for a full semester computer exam is reduced by 50% of the discounted Prometric fee or the on-site fee 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. 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% reduced exam fee 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. Contact Customer Service to apply.

For further information, contact Customer Service at customerservice@TheInstitutes.org.

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 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.
Inclement Weather	In the event of inclement weather, contact your Prometric test center directly to determine whether your Prometric 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.
No Visitors at Testing Centers	Visitors and companions are not permitted to wait in the testing center.

Exam Rules

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.

Exam Rules of Conduct	
Examinee Conduct	<p>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.</p> <p>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.</p> <p>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.</p>
Prohibited Items	<p>Food and drink, jackets and hats, study materials, notes, dictionaries, and any form of electronic device, with the exception of an acceptable calculator (see below), are expressly prohibited. 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.</p>
Provided Items for Electronic Exams	<p>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 at Prometric Testing Centers.</p>
Use of a Calculator	<p>Examinees may bring their own solar- or battery-powered calculators not equipped with alphabetic keys or paper tape for use during an exam. Business/Financial calculators that meet these criteria are also permitted. Although a financial calculator is not required for an exam, use of any solar- or battery-powered calculator that does not store 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—that meet these criteria are permitted.</p>
Problems During the Exam	<p>Raise your hand if you encounter a problem during the exam. You may not communicate with anyone other than the test administrator.</p>

Breaks	<p>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.</p>
Prometric's Test Security Procedures	<p>Security at Prometric Testing Centers is very stringent. Candidates could be asked to turn their pockets out to ensure they are empty. 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.</p>

Information About Computer-Administered Exams	
Demo Exam	<p>Some new features, such as highlighting text and crossing out unacceptable response options to a multiple choice exam, will be available beginning with the April–June 2011 testing window. For a hands-on demonstration of computer-delivered essay or objective exam questions, visit The Institutes' Web site at www.TheInstitutes.org. Click on Exam Preparation/Grade Information under the Examinations tab and download the exam demo software to your computer.</p>
Required Skill Level	<p>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 CPCU exam, enter your answers using the computer keyboard. Shortcuts commonly associated with Word processing software are not available.</p>
Essay Exams	<p>For essay exams, type your answers using the keyboard. Cut and paste and some other word processing functions are not available during the exam.</p>
Mark for Review	<p>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.</p>
Reference Material	<p>The test administration screen displays a tab labeled Reference Material. Clicking on the tab will access mathematical formulas and a Present Value table.</p>

2011 Exam Fee Schedule								
Full Exams	On-Site	Prometric Discount*	Prometric Standard	Cancellation Credit**	Transfer Fee	Int'l Written Exams		
CPCU	\$225	\$240	\$310	On-Site \$145 Prometric \$135	On-Site \$80 Prometric \$105			\$440
INS	\$110	\$125	\$190	On-Site \$30 Prometric \$20	On-Site \$80 Prometric \$105			\$325
API, AIC, ARM, AU, AIT, ARe	\$160	\$175	\$240	On-Site \$80 Prometric \$70	On-Site \$80 Prometric \$105			\$375
AIM, AAI, APA, AMIM, AIAF, AFSB, ASLI, IR, ANFI™ 205	\$215	\$230	\$295	On-Site \$135 Prometric \$125	On-Site \$80 Prometric \$105			\$430
ERM 57	\$225	\$270	\$335	On-Site \$145 Prometric \$165	On-Site \$80 Prometric \$105			\$470
Introduction to Property & Casualty Introduction to Claims Introduction to Underwriting Introduction to Risk Mgt.	\$35	\$125	\$190	On-Site \$0 Prometric \$20	On-Site \$20 Prometric \$80			See table on the following page regarding the fees for Select Exams via Paper and Pen
Essentials of Supervision (SM18) Supervisory Skills (SM19)	\$60	\$125	\$190	On-Site \$0 Prometric \$20	On-Site \$20 Prometric \$80			See table on the following page regarding the fees for Select Exams via Paper and Pen
Delivering Insurance Services (AIS 25)	\$80	\$125	\$190	On-Site \$0 Prometric \$20	On-Site \$20 Prometric \$80			See table on the following page regarding the fees for Select Exams via Paper and Pen
Risk Mgmt for Public Entities (RMPE 352)	\$60	\$125	\$190	On-Site \$0 Prometric \$20	On-Site \$20 Prometric \$80			See table on the following page regarding the fees for Select Exams via Paper and Pen
2011 Fees for Segmented Exams								
INS 21, 22, 23, 24 (A, B, C)	\$50	\$75	\$125	n/a	(full exam fee)			n/a
AIC 33 (A, B)	\$95	\$115	\$165	n/a	(full exam fee)			n/a
AIC 34 (A, B, C, D)	\$50	\$80	\$130	n/a	(full exam fee)			n/a
AIC 35, 36 (A, B, C)	\$65	\$95	\$145	n/a	(full exam fee)			n/a
ARM 54 (A, B, C, D)	\$50	\$85	\$135	n/a	(full exam fee)			n/a
ARM 55, 56 (A, B, C)	\$65	\$100	\$150	n/a	(full exam fee)			n/a

* If registered by the first day of the testing window

** Students, teachers, and regulatory employees who registered for an exam at a reduced rate are eligible for a credit of 50% of the special fee originally paid for the exam.

2011 Fees for Select Exams Offered via Paper and Pen

Full Exam	Domestic Fee	International Fee
Introduction to Property and Casualty (320)		
Introduction to Claims (330)	\$60	\$110
Introduction to Risk Management (350)		
Introduction to Underwriting (360)		
Essentials of Supervision (SM18)	\$85	\$135
Supervisory Skills (SM19)		
Delivering Insurance Services (AIS 25)	\$105	\$155
Risk Management for Public Entities (352)	\$85	\$135

Exam Grading

Multiple-Choice Exams	As soon as you complete the exam, you will receive an unofficial pass/nonpass notification, unless grading is delayed (see below).
CPCU Essay Exams	CPCU 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).
Examinee ID	An exam is identified by candidate number and not by name.
Lost Exam	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.
Exam Grade Notification	When registering, please provide The Institutes with a current e-mail address to ensure prompt grade notification. A notice sent to your preferred e-mail 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.
Grading Delays	Grading delays may occur when tests are based on new or revised material or when the exam is first given in an objective format. This most often occurs during the January–March testing window. Please note that the grading of all CPCU essay exams is delayed for up to seven weeks during the January–March testing window.
Exam Grades	Institutes exams are scored using a letter grade. Grades are final and are not subject to appeal. Numerical scores are not released.

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.

International Exam information	
Computer Exam Administration Outside the U.S.	Computer exams, whether administered on-Site or at a Prometric center, follow the same exam procedures and policies as those in the United States. After registering with The Institutes, International examinees are encouraged to use the Internet to schedule a Prometric appointment in order to decrease expenses: www.prometric.com/TheInstitutes . Prometric's international telephone numbers are shown below.
Paper and Pen Exams/Exam Fee	If a Prometric or on-site testing center is not available in an international location, The Institutes will attempt to arrange for exam administration in paper and pen format. The cost is the Prometric discounted exam registration fee plus an additional \$200 administration fee. Contact assessments@TheInstitutes.org well in advance of the exam date for further information.
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.
No Paper and Pen Cancellation Credit	Failure to sit for a paper and pen examination will result in the loss of the entire amount of both the registration and administration fees.
2011 Paper and Pen Exam Dates	Paper and pen exam administration, when the computer option is not available, is limited to four dates: March 7, June 6, September 5, and December 5.
How to Register	<p>Online www.TheInstitutes.org</p> <p>Phone (800) 644-2101 (Monday–Friday, 8 AM to 6 PM EST) 00 + 1 + 610 644 2100</p> <p>Fax 00 +1 + 610 640-9576</p> <p>Mail 720 Providence Road, Suite 100, Malvern, PA 19355-3433 Registration Form (for mail-in or fax)—See pages 15 and 16</p>
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 e-mail 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, 2011.
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			
Region	Contact Center	Region	Contact Center
North America—U.S. & Canada	1-877-311-2525	Korea	82-2-1566-0990
Latin America & Caribbean	1-443-751-4995	China	86-10-6279-9911
Europe	31-320-239-540	Hong Kong	60-3-7628-3333
Middle East & North Africa	31-320-239-530	Southeast Asia	60-3-7628-3333
Africa	31-320-239-593	India	91-124-414-7700
Japan	81-3-5541-4800	Australia & New Zealand	61-2-9640-5899

Student Information Release Policy

The Institutes release student information in accordance with the following guidelines:

1. On request, we confirm whether a person holds an Institutes designation or certificate, regardless of the person's request for confidentiality (see last paragraph below), because:
 - It is in the public's interest to know whether someone holds an Institutes credential.
 - It assists in enforcing the CPCU Code of Professional Ethics.
 - Lists of program completers are a matter of public record. See item #7.
2. We release pass/nonpass grade information to employers to facilitate their payments for Institutes coursework and employee recognition.
3. We release student identification, contact, and exams-to-credit information to the CPCU Society so that it can:
 - Offer Society membership to new CPCU designees and students.
 - Invite new CPCU designees to its Annual Meeting and Seminars.
 - Announce Society-chapter public classes and mentoring programs.
 - Encourage participation in the CPCU program.
4. We release students' names, addresses, and information on examinations passed to class providers and other educational partners so that they can promote public classes, monitor class pass ratios, or recognize educational achievement.
5. We do not release students' contact information to third parties for marketing purposes, except as noted.
6. 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.
7. The Institutes publish the CPCU class list for the AICPCU Annual Conferment Ceremony and may publish an annual list of designees in the news media or for recognition purposes at other organization meetings.

The public may confirm that someone holds an Institutes designation or certificate by using the search program on our Web site: www.TheInstitutes.org. Select Corporate Services and click on Search for Designation Holder.

If you would like to request confidentiality about all information (other than confirmation in the public's interest of holding a designation), call Customer Service at (800) 644-2101 or visit our Web site 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 its Annual Meeting and Seminars.

Select Exams Offered via Paper and Pen

Registering for a Select Exam Offered via Paper and Pen		Students Who Do Not Sit for a Selected Paper and Pen Exam	
Steps in the Registration Process	<ol style="list-style-type: none"> Secure an appropriate person to administer your exam. A course leader would be an appropriate proctor. If you are studying independently, a manager, supervisor, or other 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 instructions on page 13. As an alternative, consider taking a computer exam at a Prometric Testing Center. Choose an exam date. Select paper and pen exams can be administered at any time, not just during the Institutes' testing windows Complete the Registration Form on pages 17 and 18 in ink. Note that exam fees differ according to the exam and where it is administered. See page 9. 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. 	Domestic Students	Students who do not take a Selected paper and pen exam again must complete another registration form but will pay only a \$20 reregistration/transfer fee.
Payment See page 4 for fees.	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.	International Students	International students who do not sit for a paper and pen exam must register again and pay the full registration fee.
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 paper and pen exam.		
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.		

Test Administrator Instructions for Select Paper and Pen Exams

The list of Select Paper and Pen Exams is available on page 9. A student registering for paper and pen exams must provide the following 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 following 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	
Complete the Registration Forms See page 17.	Collect a completed registration form from each examinee. Forms must be submitted with the appropriate exam fee. An original, previously purchased prepaid registration form will be accepted in lieu of the fee. Please make a photocopy of the student information side of all registrations for your records.
Sign Item 18 of the Registration Form	Please read, complete, and sign item 18. Be certain that your name and address appear in the shipping information block on the form.
Multiple Registrations	Submitting a group of registration forms requires shipping information only on the first form in the batch.
Submit the Registration Forms	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.

Test Administration Responsibilities

Receive Exam Materials	Exams will be shipped to you by UPS. One exam will be sent for each person who submitted a registration form and the appropriate fee. If you do not receive the exams shipment one week before the scheduled test date, call The Institutes at (610) 644-2100, ext 7301.
Notify Examinee	Inform the examinee(s) when the examination(s) arrives and reconfirm the test date.
Proctor the Exam	<ul style="list-style-type: none"> • 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. • Carefully monitor the exam room during the testing session to ensure test security. • Return the exam(s) to The Institutes immediately after administration.

Print your name: _____

Student ID number: _____

- 4 Advertisement in industry publication
- 5 Professional association
- 6 Web search
- 7 Conference or trade show
- 8 Other (Please specify.) _____

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

- CPCU AINS AAI AFSB AIAF AIC
- AIM AIT AMIM APA API ARe
- ARM ASLI AU IR AIS INS-IT
- ARM-E ANFI™ SM AIT ARM-P
- Intro to _____

18. Exam registration—Indicate the exam number and testing window below.

Exam No. (e.g., 29, 510, etc.)	Testing Window or International Date (e.g., October 15–December 15, 2011 or December 7, 2011)

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

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 10)

21. CE Credit (Check applicable license): Producer Adjuster None
 License/NPN # _____
 Resident State _____

22. The Institutes' Student Information Release Policy

The Institutes release information in accordance with the following guidelines:

1. On request, we confirm whether a person holds an Institutes designation or certificate, regardless of the person's request for confidentiality (see last paragraph below), because:
 - It is in the public's interest to know whether someone holds an Institutes credential.
 - It assists in enforcing the CPCU Code of Professional Ethics.
 - Lists of program completers are a matter of public record. See item #7 below.
2. We release pass/nonpass grade information to employers to facilitate their payments for Institutes coursework and employee recognition.
3. We release student identification, contact, and exams-to-credit information to the CPCU Society so it can:
 - Offer Society membership to new CPCU designees and students.
 - Invite new CPCU designees to its Annual Meeting and Seminars.
 - Announce Society-chapter public classes and mentoring programs.
 - Encourage participation in the CPCU program.

4. We release students' names, addresses, and information on examinations passed to class providers and other educational partners so they can promote public classes, monitor class pass ratios, or recognize educational achievement.
5. We do not release students' contact information to third parties for marketing purposes, except as noted above.
6. 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.
7. The Institutes publish the CPCU class list for the AICPCU Annual Conferment Ceremony and may publish annual IIA designation lists in the news media or for recognition purposes at other organization meetings.

The public may confirm that someone holds an Institutes designation or certificate by using the search program on our Web site: visit www.TheInstitutes.org. Select Corporate Services 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 Web site 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 its Annual Meeting and Seminars.

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

24. Payment: (See page 8 for Exam Fee Chart.)

Exam Fee	\$
International Paper and Pen Exam—Add \$200 Each	\$
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 # _____

Select Exams Offered via Paper and Pen Only

(see page 9)

2011 Registration Form



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—see AAI class sponsor. 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) 695-0881 E-mail: customerservice@TheInstitutes.org

1. Student ID number _____

We use your Social Security Number as your student identification number. It is an identifier commonly used by employers and other institutions. However, by law you are not required to disclose it, and we recognize there are concerns about privacy and identity theft. If you elect not to disclose or use your Social Security Number, we will assign a unique identification number to you.

To have a different identification number assigned to you, please call Customer Service at (800) 644-2101 or visit our Web site at www.TheInstitutes.org. Click on Account Manager and log in. Select Request a New ID. OR:

Check this box and the Institutes will automatically assign you a unique ID number. You will receive an e-mail confirming the change.

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 & 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. E-mail address (Please use appropriate uppercase/lowercase letters.)

If you would like to receive e-mail updates from The Institutes, check here.

15. Preferred mailing address: Home Business

Address

Address

City/State/Zip

Province/Country

Print your name: _____

Student ID number: _____

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.
- 320-32 Introduction to Property and Casualty Insurance
 - 330-33 Introduction to Claims
 - 350-50 Introduction to Risk Management
 - 360-36 Introduction to Underwriting
 - 018-34 Essentials of Supervision (SM 18)
 - 019-34 Supervisory Skills (SM 19)
 - 025-25 Delivering Insurance Services (AIS 25)
 - 352-52 Risk Management for Public Entities

If re-registering for an exam that was approved for transfer to the next testing window, pay \$20 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 13 of the examination registration booklet.

Name—please print: _____
 Signature: _____
 Relationship to student: _____
 Daytime phone: _____ Ext. _____
 E-Mail 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 _____

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 the Institutes' Student Information Release Policy on page 11.

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

23. Payment: (See page 9 for Exam Fee Chart.)

Exam Fees	\$
Re-registration Fee	\$
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 # _____