

The Institutes Examinations

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 9. For the most current exam information, please view the electronic version of this registration booklet on our web site, www.theinstitutes.org.

Exam Information and Study Materials

Computer administration is the method for test delivery unless otherwise noted. Be sure you have the correct edition of the course guide and textbook(s) for the 2012 testing window in which you plan to take your exam. A current list of study material changes is available at www.TheInstitutes.org/catalogs.

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 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 the AAI, AINS, AIC, and ARM programs at Prometric Testing Centers and on-site testing centers.

Select Exams Offered via Paper and Pen: The four introductory courses, the two supervisory courses, Delivering 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 15 and 16), and the registration fees (page 8).

Exam Descriptions		
Category	Number and Type of Questions	Time Limit
AINS, AIC, AIT, API, ARe, ARM®, AU, AAI, AFSB, AIAF, AIM, AMIM®, APA®, ASLI, IR 201, and ANFI™ 205 <i>See exceptions below.</i>	60-85 multiple-choice questions	2 hours
CPCU 500, AIC 37, 41, 43 <i>Beginning July 15th</i> AU 60, 61, 62, 67	60 multiple-choice questions	1.5 hours
CPCU 520, 530, 540, 551, 552, 553, 555, and 557	85 multiple-choice questions	2 hours
CPCU 560	25-35 short essay questions	3 hours
CPCU 556 (<i>until 12/15/12</i>) <i>Beginning July 15th</i>	25-35 short essay questions 85 multiple-choice questions	3 hours 2 hours
Ethics 311 and 312	50 multiple-choice questions	2 hours
ERM 57	6-8 short-answer essay questions and 4-5 comprehensive application cases, each with several essay questions	3 hours
Segmented Exams (AAI, AINS, AIC, ARM) <i>AINS 24 Beginning July 15th</i>	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 Insurance Introduction to Claims Introduction to Underwriting	50 multiple-choice questions	2 hours
Introduction to Risk Management	40 multiple-choice questions	1.5 hours
Essentials of Supervision (SM 18) Supervisory Skills (SM 19)	60 multiple-choice questions	2 hours
Delivering Insurance Services (AIS 25)	50 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 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.

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

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 in to the Institutes' web site, www.theinstitutes.org . When your account comes up, click on Learning Resources and scroll down and click on State Continuing Education Licensing Information. Or, 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • March 5, 2012 • June 4, 2012 • September 3, 2012 • December 3, 2012
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. <i>Paper and pen format is offered on a limited number of days at international centers only when computer administration is not possible.</i>
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 7.
Registration Cancellations	Cancellation forfeiture will apply in part or in full depending on the time of cancellation. See page 7 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, e-mail assessments@TheInstitutes.org or call (610) 644-2100, ext. 7313.
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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 13 or see page 15 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 7 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.</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. Prometric will charge a \$50 fee to students who reschedule their appointments within 3 to 12 business days of a test 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.*

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 9.



Rescheduling an Exam Appointment 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	Before rescheduling an appointment within the same testing window, please note Prometric will charge a \$50 fee to students who reschedule their appointments within 3 to 12 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 Web site, www.prometric.com/TheInstitutes , or call (877) 311-2525 at least three business days before the original appointment date. Otherwise, a reschedule request will not be honored and all fees will be forfeited if the exam is not taken. If you are within the 3- 12 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.

Transferring an Exam Registration to the Next Testing Window

Transferring to 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 only a transfer fee. See chart on page 7 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 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 7.

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 business days before the scheduled appointment to cancel an exam registration. Doing so will also cancel your appointment at a Prometric Testing Center.
Cancellation Deadline	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.
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 Forfeiture	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 7). Remaining credit is valid for two years from the date of issue.

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 Prometric standard exam registration 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. Segmented, paper and pen, and international paper and pen exams do not qualify for a discounted fee. The discount for qualified examinees who take an exam at an on-site testing center will be based on the Prometric Standard 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% 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.

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	<p>You must present valid, unexpired identification that contains BOTH a photograph and a signature.</p> <p>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.</p>
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 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.
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. Medical or dietary needs that are taken to a Prometric Testing Center must be submitted 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.</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 upon request at Prometric Testing Centers.</p>
Use of a Calculator	<p>Based on the content of their study materials, examinees should determine for themselves whether they need a calculator during an examination. Although a financial calculator is not required for an exam, 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.</p>



Exam Rules of Conduct

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.
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.
Prometric's Test Security Procedures	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.

Information About Computer-Administered Exams

Demo Exam	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.
Required Skill Level	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.
Essay Exams	For essay exams, type your answers using the keyboard. Cut and paste and some other word processing functions are not available during the exam.
Mark for Review	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.
Reference Tab	Clicking on the Reference tab will allow examinees to access documents 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.

Special Registration Instructions

For CPCU 556 Essay Exams:	Call Customer Service Only (800) 644-2101. DO NOT register on The Institutes' web site.
For CPCU 556 Multiple Choice Exam:	Any registration method is acceptable.

2012 Exam Fee Schedule

Full Exams	On-Site Exam Fee	Prometric** Early Exam Fee*	Prometric** Standard Exam Fee	Paper-and-Pen International‡ Exam Fee	Transfer Fees† On-Site/Prometric	Cancellation Forfeiture† On-Site/Prometric
CPCU	\$230	\$245	\$315	\$445	<p>To transfer an on-site exam, the fee is \$80.</p> <p>To transfer an exam given at Prometric, the fee is \$105.</p> <p>If the exam fee is less than the transfer fee, the entire exam fee is charged to transfer.</p> <p>Paper-and-pen exams are not transferable.</p>	<p>The on-site cancellation forfeiture is \$130.</p> <p>The Prometric cancellation forfeiture is \$170.</p> <p>If the exam fee paid was less than the cancellation forfeiture, the entire exam fee is forfeited.</p> <p>Paper-and-pen exam fees are forfeited upon cancellation.</p>
AINS	\$115	\$130	\$195	\$330		
API, AIC, ARM, AU, AIT, ARé	\$165	\$180	\$245	\$380		
AIM, AAI, APA, AMIM, AIAF, AFSB, ASLI, IR, ANFI§	\$220	\$235	\$300	\$435		
ERM 57	\$230	\$275	\$340	\$475		
Intro to P/C; Intro to Claims; Intro to Underwriting; Intro to Risk Mgmt.	\$ 40	\$130	\$195	\$330		
SM 18/19; RMPE 352	\$ 65	\$130	\$195	\$330		
AIS 25	\$ 85	\$130	\$195	\$330		
CAS Online Courses (CA1, CA2)	NA	\$295	\$295	NA	\$105	\$295
ACSR§	\$ 50	NA	NA	NA	NA	NA
Segmented Exams						
AINS 21, 22, 23, 24 (A, B, C)	\$ 55	\$ 80	\$130	<p>The entire exam fee is charged to transfer a segmented exam.</p> <p>The entire exam fee is forfeited if the exam is cancelled.</p>		
AIC 33, 37, 41, 43 (A, B)	\$100	\$120	\$170			
AIC 34 (A, B, C, D)	\$ 55	\$ 85	\$135			
AIC 31, 32, 35, 36, 38, 39 (A, B, C)	\$ 70	\$100	\$150			
ARM 54 (A, B, C, D)	\$ 55	\$ 90	\$140			
ARM 55, 56 (A, B, C)	\$ 70	\$105	\$155			
AAI 81,82, 83 (A, B, C)	\$ 90	\$ 120	\$ 170			

* Prometric early fee is charged on or before the first day of the testing window for which an examinee is registering.

** Changes made to Prometric appointments are subject to a rescheduling fee. See page 4 for details.

† Subject to transfer and cancellation policies. Additional fees may apply. See our Web site for details.

‡ International paper-and-pen exam fee includes a surcharge. Some exam centers are exempt from the additional fee.

§ ANFI 206 and ACSR exams are administered online. Visit www.TheInstitutes.org for details.

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 Web site, www.TheInstitutes.org, or call Customer Service at **(800) 644-2101**, for the latest course and program information.



2012 Fees for Select Exams Offered via Paper and Pen				
Full Exam	Domestic Fee	International Fee	Re-registration Fee	
			Domestic*	International
Introduction to Property–Casualty Insurance (320)				
Introduction to Claims (330)	\$155	\$330	\$50	n/a
Introduction to Risk Management (350)				
Introduction to Underwriting (360)				
Essentials of Supervision (SM18)				
Supervisory Skills (SM19)	\$155	\$330	\$50	n/a
Risk Management for Public Entities (352)				
Delivering Insurance Services (AIS 25)	\$155	\$330	\$50	n/a

* A \$50 re-schedule fee is applicable if an examinee is not able to sit for a paper exam at the scheduled time and is valid only if approved by the Institutes and the rescheduled exam will be administered is within 90 days of original exam date.

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).
Essay Exams	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. Please note that the grading of all essay exams may be 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 Testing 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 early 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.
Paper and Pen Cancellation Forfeiture	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.
2012 Paper and Pen Exam Dates	Paper and pen exam administration, when the computer option is not available, is limited to four dates: March 6, June 5, September 4, and December 4.
How to Register	<p>Online www.TheInstitutes.org</p> <p>Phone (800) 644-2101 (Monday–Friday, 8 A.M. to 6 P.M. 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 13 and 14</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, 2012.
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 Institutes 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.

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

Steps in the Registration Process

1. Secure an appropriate person to administer your exam. A course leader, 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 Responsibilities on page 11.
As an alternative, consider taking a computer exam at a Prometric Testing Center.
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 15 and 16 in ink. Note that exam fees differ according to the exam and where it is administered. See page 8.
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 See page 8 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.

Registering for a Select Exam Offered via Paper and Pen, cont.

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.

Students Who Do Not Sit for a Paper and Pen Exam

An examinee must sit for an exam no later than three days after the scheduled exam date. Materials should be returned to The Institutes if any further delay is anticipated. A domestic examinee may re-register for a missed exam at a reduced fee of \$50 if it is approved by The Institutes and the rescheduled exam is requested within 90 days of the original exam date.

Students who do not sit for a paper and pen exam within the 90 day re-registration period must register again and pay the full registration fee.

The re-registration fee does not apply to international examinees. The exam must be returned to the Institutes and the examinee must register again at the full registration fee.

Test Administrator Instructions for Select Paper and Pen Exams

The list of Select Paper and Pen Exams is available on page 8. 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 15.	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.
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	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. If you do not receive the exams 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	<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.

2012 Computer Registration Form (and Pre-approved International Paper and Pen Centers)

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—see AAI class sponsor or Select Exams Offered via Paper and Pen listed on page 8. 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 E-mail: customerservice@TheInstitutes.org

1. Student ID number (if assigned) _____

To have an identification number assigned to you, please call Customer Service at (800) 644-2101 or visit our Web site at www.TheInstitutes.org. Log into My Account and click on Personal Info. Scroll down and click on AICPCU ID. Clicking on "Request a New Student ID" will display your new candidate number.

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 & 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.) _____

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

If you do not want to receive your grade through e-mail, check here.

If you would like to receive e-mail 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.) _____

Print your name: _____

Student ID number: _____

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

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

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

Exam No. (e.g., 29, 500, etc.)	Testing Window or International Date (e.g., October 15–December 15, 2012 or December 3, 2012)

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 7)

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.
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 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 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 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.pdf

The Disciplinary Rules are found at www.TheInstitutes.org/CAP1.

24. Payment: (See page 7 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: _____

For accounting use only	Date Received _____
Amount _____	Account # _____

Signature: _____

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 Introduction to Property and Casualty Insurance
 1st Edition 2nd Edition
- 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)
 3rd Edition 4th Edition
- 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 11 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 9.

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 8 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 # _____