



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF INSURANCE AND FINANCIAL SERVICES
LANSING

ANITA G. FOX
DIRECTOR

Memorandum

DATE: August 28, 2020
TO: Insurance Industry Interested Parties
FROM: Paige McCully, Manager, Insurance Licensing Section
SUBJECT: Remote Testing Option for License Examinations to Begin Tuesday, September 1, 2020

Beginning Tuesday, September 1, 2020, Michigan insurance candidates who require an examination for licensure will have the option of taking their exam via remote online proctoring. The remote online examinations will be proctored by DIFS's examination vendor, PSI Services, LLC (PSI), through PSI's Bridge™. The PSI Bridge™ platform provides secure and flexible remote online proctoring services. As always, DIFS will continue to partner with PSI to maintain the integrity and security of the examination process.

Providing Michigan insurance candidates with the option to take examinations through remote online proctoring will provide additional test-taking flexibility for candidates. Candidates can choose to take their exam remotely or can schedule their examination in one of the eight Michigan testing centers or an approved [out-of-state testing center](#). To protect the health and safety of examination candidates, PSI clients, and employees, testing centers are currently testing at 50% capacity.

Remote online proctored examinations require the applicant's desktop computer or laptop (smartphones and tablets are not compatible with PSI's Bridge™ technology requirements) to have a webcam, a microphone, and an Internet connection. The license applicant's device will be tested for compatibility during the scheduling process. The testing location for the examination must be suitable (private area free from disruptions) for remote online testing. If the candidate's device and/or Internet connection do not fulfill the requirements for remote online proctoring or a suitable location for the test is not available, candidates will need to schedule the examination at a testing center.

For additional information about scheduling an examination or exact specifications required to take a remote online proctored examination, please contact PSI online at [PSI Online](#) or by calling 855-579-4639. For all other questions, please contact DIFS by email at DIFS-Licensing@michigan.gov or by telephone at 877-999-6442.