



STATE OF HAWAII
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
INSURANCE DIVISION

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April 21, 2021

MEMORANDUM 2021-4LIC

TO: All Workers' Compensation Adjuster Licensees

FROM: Colin M. Hayashida 
Insurance Commissioner

SUBJECT: License Examinations and Expiration of Insurance Commissioner
Memorandums 2020-2LIC, 2020-5LIC, and 2020-9A paragraph no. 3

Effective May 18, 2021, Insurance Commissioner's Memorandums: (1) 2020-2LIC regarding License Examinations and License Status; (2) 2020-5LIC regarding License Examination and License Status; and (3) 2020-9A paragraph no. 3 regarding The Application and Effective Dates of Insurance Commissioner Memorandum 2020-5LIC, are rescinded and will no longer be in effect.

Beginning May 18, 2021, the Insurance Division has approved Pearson Vue to administer Workers' Compensation Adjuster license exams through their online proctoring process, in addition to the standard test center process. For more information, please visit the Pearson Vue website at <https://home.pearsonvue.com/hi/insurance> or contact Pearson Vue Call Center at 1-800-274-2608.

Any licensee who did not take and pass the exam since last year due to the unavailability of the test sites now must take and pass Workers' Compensation Adjuster license exam within 45 days after the launch of online exam on May 18, 2021. If the licensee fails to pass the exam within the deadline, the subject license will be considered nonrenewed and be inactivated. There will be no refund of the renewal fee.

Please contact the Insurance Division Licensing Branch at inslic@dcca.hawaii.gov if you have any questions on this matter.