



STATE OF HAWAII
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
INSURANCE DIVISION

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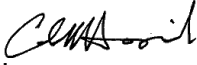
COLIN M. HAYASHIDA
INSURANCE COMMISSIONER

DAVID Y. IGE
GOVERNOR
JOSH GREEN
LIEUTENANT GOVERNOR

April 21, 2021

MEMORANDUM 2021-3LIC

TO: All Producer, Surplus Lines Broker and Adjuster License Applicants

FROM: Colin M. Hayashida 
Insurance Commissioner

SUBJECT: Pearson Vue Testing Services

Beginning May 18, 2021, the Insurance Division has approved Pearson Vue to administer testing through their online proctoring process, in addition to the standard test center process.

For exams taken prior to May 18, 2021 that contained both National and State content, if an applicant wishes to only retake the previously failed portion, applicant must retest by **May 17, 2021**. If not retested by **May 17, 2021**, applicant will be required to retake the entire examination, as the option to retest for just one portion of the examination will no longer be available.

For more information or if you have any questions, please visit the Pearson Vue website at <https://home.pearsonvue.com/hi/insurance> or contact Pearson Vue Call Center at 1-800-274-2608.