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UPDATED Special Notice

UPDATED Testing Center and Temporary License Information

Legal Division

Special Notice to Oklahoma Insurance Professionals

Date: May 15, 2020

To: Oklahoma Insurance Companies and Resident Licensed Insurance Professionals

From: Oklahoma Insurance Department- Licensing Division

Legal Division Faqs

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As testing centers open, each center has enhanced procedures that implement social distancing recommended by the Centers for Disease Control. One change is that seating is limited to approximately 25%. Additionally, PROMETRIC provides testing for insurance and other professionals. Seating is reserved for a specific type of test but opens to any type of test closer to the examination date if not reserved. Due to these limitations, there is a backlog in seat availability. Candidates should keep checking back for new availability as these seats open and capacity increases. The OID continues to work toward a remote testing option.

Due to these limitations in testing, the OID will continue to accept and process temporary applications and provide notice when the temporary applications will discontinue. **The Licensing Division encourages all Temporary Licensees to schedule their examinations and prepare for their examinations during this time.** Study material is available for purchase from our webpage www.licensing.oid.ok.gov as well as the most recent Licensing Information Bulletin from the Exam Vendor which includes outlines for each examination.

Please direct all questions regarding the examination process, scheduling availability and open locations to Prometric by calling them at 1.888.597.8223 or by reviewing their website at www.Prometric.com.

The mission of the Oklahoma Insurance Department is to protect and enhance the financial security of Oklahoma and Oklahomans. Additional notification will be provided to all licensees as the current situation evolves. Thank you in advance for your patience and understanding as we all work together to minimize delays and hardships to our licensees and the industry while still providing the protection needed to Oklahoma Consumers.

IMPORTANT INFORMATION FROM PROMETRIC:

The phone lines are working. However, we are currently experiencing a high volume of inquiries related to the COVID-19 outbreak; as a result, candidates may experience a significant delay in response time. In order to achieve the best possible response times, where possible, we have funneled our customer service communications to a singular online form that asks for specific information our team needs to handle candidate requests. We encourage candidates who require direct support from Prometric to submit that form, found [here](#), so we can help them schedule their appointment in an appropriate seat. Given the volume of requests, our response time may still be delayed, but this is the best avenue to ensure candidates receive the support they need.

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