

## DOI Announcement on In-Person Examinations Re-Opening and Temporary Licensing

May 28, 2020

### In-Person Examinations Re-Opening

The Kentucky Department of Insurance announces that in-person insurance examinations will resume at the Frankfort Office – Mayo-Underwood Building, 500 Mero Street, Frankfort, KY 40601 – on June 15, 2020. This re-opening requires strict adherence to the following guidelines:

- Testers must schedule an examination through eServices. Schedules will fill up quickly, and your patience is appreciated. Exams may be scheduled for the following times, Monday through Friday. There are 10 seats available for each time per day.
  - 8:30 am
  - 10:30 am
  - 1:00 pm
  - 3:00 pm
- For the safety of all involved, staff will wear a face mask, and testers are asked to wear one as well.
- Stay in vehicle until 15 minutes before scheduled exam. DOI staff will escort testers into the lobby, monitoring for social distance.
- Leave all personal belongings, such as books, laptop, purse, cell phone, and smartwatches, locked in vehicle. Visitor parking is available in parking garage, and front of building. **Testers are required to bring driver's license or other government-issued photo identification into the building.**
- Socially distance at least 6 feet apart at all times from other individuals while in the building;
- Complete a two-step health assessment at the building's Health Assessment Station; and
- Understand that if any of the minimum safety requirements are not met, DOI will require tester to leave without taking the scheduled exam.
- For those who are not comfortable, or have health concerns, special accommodations may be requested prior to scheduling the exam. These accommodations will be considered by DOI and provided to the best of our ability, when warranted.
- DOI staff will be trained and will strictly follow CDC safety guidelines while at work.

### Temporary Agent Licenses

Effective 4:30 pm EDT, July 31, 2020, the Department will no longer issue temporary agent licenses. In-person examinations will be limited, and available seats will fill up quickly. Temporary agent licenses will continue to provide an accommodation for those who are required to wait on a scheduled exam, or allow time for study.

Temporary agent license applicants who have not met all the requirements by July 31, 2020, will no longer be eligible for the license. No temporary agent licenses will be issued after this date.