

Registrant's Information Sheet

General Insurance Agent Examination and/or Insurance Adjuster Examination

What to Bring:

Original government issued Photo Identification is required. Registrants who cannot produce picture identification will not be permitted to write the exam. Exam applicants must bring their own pencil, and must wear a mask at all times while waiting in line at the ICM and during the exam (masks will not be supplied by the ICM, and each applicant must bring their own). A non-programmable calculator will be supplied for use by the ICM.

Number of Questions and Length of Examination:

Registration is 10-15 minutes prior to the exam.

General Exams

- The Level 1 and Level 2 exams consist of 100 multiple choice questions. The allotted time is two (2) hours.
- The Level 3 exam consists of 150 multiple choice questions. The allotted time is three (3) hours.
- The pass mark is 75%.

Adjuster Exams

- Level 1 exam consists of 50 multiple choice questions. The allotted time is one (1) hour.
- Level 2 exam consists of 40 true/false, 50 multiple choice, and 20 matching questions valued at a ½ mark each. The allotted time is two (2) hours.
- Level 3 exam consists of 20 true/false and 80 multiple choice questions. The allotted time is two (2) hours.
- Level 4 and Level 5 exams consist of 100 multiple choice questions. The allotted time is two (2) hours.
- Pass mark is 75%.

Examination Location:

- Unless otherwise notified, the exams are held at the Insurance Council of Manitoba office located at 466 – 167 Lombard Avenue, Winnipeg. Contact information for the office is phone #204-988-6800, email contactus@icm.mb.ca.
- Registrants will not be permitted to enter the exam room after the exam has begun and will forfeit their exam fee.
- Lingering in the front foyer (reception area) or in the hallway between examinations is prohibited. You may use the refreshment area in the basement of the Grain Exchange Building or the waiting room on the 5th floor.
- Ensure that you allow sufficient time to find parking if required.

Safety Protocol and Required Items:

Exams at the ICM office will adhere to the safety protocols in place in Manitoba. Some of the changes, which applicants must strictly adhere to, are as follows:

- Exam applicants must complete the [Exam Declaration](#) and bring this completed form to the ICM office the morning of the exam(s)
- Exam applicants will be seated the required 2-meters distance apart
- Exam applicants must bring their own pencil
- Exam applicants must wear a mask at all times while waiting in line at the ICM and during the exam (masks will not be supplied by the ICM, and each applicant must bring their own)
- Exam applicants must obey the social distancing guidelines

An exam applicant that does not bring the items listed above, or obey the safety protocols, will not be able to write the exam.

Cancellation:

Cancellation of an exam can occur at least one business day prior to the exam. (For example, if your exam is scheduled for Tuesday at 9:00 a.m., you can reschedule before 9:00 a.m. on Monday.) The exam fee is non-refundable. However, if sufficient notice of one business day is provided, the fee can be applied to your next exam booking. An applicant is allowed to cancel and reschedule their first set of examinations one time only within at least one business day prior to the exam. An applicant is allowed to cancel and reschedule one re-write examination only one time within at least one business day prior to the exam. **No further allowances will be made to reschedule an examination. Any further rescheduling will require payment of the examination fee again.**

The Exam Setting:

- A separate desk will be provided for each registrant.
- No food or beverages are allowed on the examination room tables.
- No additional papers of any kind are allowed on the examination table(s) during the exam. Scrap paper will be provided to you for the exam. You are prohibited from using any other paper for scrap paper other than what the ICM provides to you.
- Electronic devices that have storage and/or transmission capabilities are not permitted inside the exam room. Cellular phones, smart watches, PDAs, and other electronic devices are not permitted in the exam room.
- Study materials, bags and brief cases must be placed away from your desk when writing.
- No breaks are permitted once the exam begins. This includes washroom breaks. Leaving the exam room will be considered the end of your exam attempt. Council suggests that this activity be completed before the exam begins.
- If you have a medical or other condition which requires special consideration, please inform our office when registering. NOTE: Exemption from this rule will require a doctor's note.