

**AGENT SERVICES**

TO: All Interested Parties

FROM: Agent Services Division

DATE: September 12, 2013

RE: **North Carolina Bail Bond Testing Updates**

Agent Services Division (ASD) is pleased to announce it has entered into a new contract with Pearson VUE effective September 2, 2013, and they will continue to provide professional testing services for bail bond licensing.

ASD sought improvements in bail bond exam availability, customer service, and security in this new contract term and would like to share the following enhanced services:

- The exam fee for a pre-registered bail bond applicant reduced to \$51.50
- Reservation lead time for exams reduced to 24 hours
- Expanded testing hours/days including Saturdays at current test center locations
- Two new test centers- a Winston-Salem location and an additional center in Charlotte
- Increased security with candidate verification by palm vein recognition technology
- A new optional wallet size license available at no cost – This is an upcoming implementation and will be in addition to the current oversize license.

Representatives from the Agent Services Division and Pearson VUE will be conducting webinar meetings the first week in October with each approved North Carolina bail bond education provider to provide an update on these services and answer questions.

If you have any other questions, please contact the Agent Service Division at (919) 807-6800.

