



Before paying for your examination registration, be sure you understand the contents of this bulletin. Please retain and use it as a reference when contacting PSI.

PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121
www.psiexams.com

MARYLAND HOME IMPROVEMENT COMMISSION DEPARTMENT OF LABOR, LICENSING, AND REGULATION

HOME IMPROVEMENT CONTRACTOR, SUBCONTRACTOR, AND SALESPERSON CANDIDATE INFORMATION BULLETIN

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EXAMINATIONS BY PSI

The Maryland Home Improvement Commission licenses and regulates home improvement contractors, subcontractors, and salesperson. Home Improvement work includes alteration, remodeling, repair or replacement of a building or part of a building used as a residence. Home improvement also includes work done on individual condominium units. Home improvement does not include work done on apartment buildings that contain four or more single family units or work done on the commonly owned areas of condominiums. The Commission investigates complaints by homeowners, awards monetary damages against licensed contractors, and prosecutes violators of the home improvement laws and regulations.

All applicants for an original contractor, subcontractor, or salesperson license must:

- ◆ Submit the examination registration form for the home improvement examination to PSI with a check in the amount of \$63.
- ◆ Pass the examination with a score of at least 70% correct responses. (Examination results are only valid for 2 years.)

All questions and requests for information about examinations should be directed to:

PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 • FAX (702) 932-2666
www.psiexams.com

Questions about applications for licensure should be directed to the:

Maryland Home Improvement Commission
500 North Calvert Street, Room 306
Baltimore, MD 21202
(410) 230-6309
www.dllr.state.md.us

In accordance with Business Regulation Article, Section 8-302.2 and the corresponding Regulation, COMAR, 09.08.01.23, trade experience is defined below. Listed experience MUST be verifiable. If experience cannot be verified, or is questionable, the application will be returned to applicant. If an applicant questions PSI's decision regarding eligibility to take the exam, the applicant must submit a written request to the attention of the Executive Director for review by the Commission.

- A. Trade Experience.
- (1) An applicant for a home improvement contractor's license shall have at least 2 years of trade experience.
 - (2) "Trade experience" includes one or more of the following:
 - (a) Participation in a registered apprenticeship program;
 - (b) Employment in performing home improvements;
 - (c) Employment in performing commercial or residential construction, repairs, or renovations;
 - (d) Participation in a community service or charitable building or renovation program; or
 - (e) Performing repairs and improvements which require a building permit on one's home or the home of family members.
 - (3) Experience as a licensed home improvement salesperson for at least 2 years may be credited as trade experience, if the Home Improvement Commission determines that the applicant has gained substantial knowledge of the operation of a home improvement business.
- B. Business Experience in Other Areas. Experience in the capacity of supervisor, manager, or owner of a business may be substituted for 1 year of the required trade experience, based on a review by the Home Improvement Commission, or an applicant for a home improvement contractor's license may substitute for the required trade experience educational training in:
- (1) Vocational school training in a building trade; or
 - (2) Participation in a building trade work-study program.
- C. Experience or educational qualifications of applicants for a home improvement contractor's license who have documented handicaps shall be considered by the Commission on an individual basis.

EXAMINATION MATERIALS

PSI provides separate manuals - one for salespersons and another for contractors and subcontractors. The manuals consist of reference materials that are specific for each category of licensure. The manuals include a detailed description of the computer-based examination process and sample examinations for each category.

Topics to be covered in the manual will include the laws and regulations for Home Improvement, Door-to-Door Sales Act, labor laws, lien laws, safety regulations, payroll taxes, and general business knowledge, including financial and estimating practices.

This is an OPEN book examination. The ONLY material permitted in the examination room is the following references.

- Business and Project Management for Contractors, Maryland Home Improvement Commission, 5th edition, NASCLA, P.O. Box 14941, Scottsdale AZ 85267, (888) 755-9765, www.nascla.org, ISBN 1-889834-629, English or Spanish Edition.
- Maryland Title 14, Subtitle 3, Door-To-Door Sales Act,
http://dhrmh.maryland.gov/boardsahs/Documents/Title_14_Subtitle_3.pdf
(this document will be provided at the test site).
- NASCLA Manual - Home Improvement Salespersons Reference Manual, Maryland 3rd Edition.

Reference books may be highlighted, underlined, and/or indexed. They must be otherwise unmarked (not written in) and may not contain additional papers (loose or attached). **NO MATTER WHAT IS ON THE TAB PACKAGE, IF THE PSI PROCTOR IS ABLE TO REMOVE THE TABS WITHOUT RIPPING THE PAGE, YOU WILL NEED TO REMOVE THE TABS BEFORE YOU TAKE THE EXAM. DO NOT USE THE TABS THAT HAVE PAPER INSERTS. THE PAPER INSERTS WILL BE REMOVED.**

Acceptable Tabs

Avery Swift Tabs Self-Adhesive Permanent Plastic Tabs
Redi-Tag Self-Stick Permanent Adhesive Index Tabs

Unacceptable Tabs

Post-It Index Flags
Post-It Flags

THESE REFERENCES WILL NOT BE AVAILABLE IN THE TEST CENTER. *Books published by other testing companies are not allowed at the examination center.*

Many of the reference materials listed are available for purchase at www.psiionlinestore.com or by calling the PSI Online Store, toll-free, at (866) 589-3088.

Titles currently in stock are listed on the order form near the end of this candidate information bulletin.

Complete the form at the back of this Candidate Information Bulletin to order the NASCLA manuals from PSI. After submitting the form, it may take up to 2 weeks to receive the manual(s).

Applicants for examinations are advised to order the reference manuals first and then register for the examination after they have thoroughly studied the manual.

EXAMINATION CONTENT OUTLINES

The Examination Content Outlines have been approved by the Maryland Home Improvement Commission. These outlines reflect the minimum knowledge required by professionals to perform their duties to the public in a competent and responsible manner. Changes in the examination content will be preceded by changes in these published examination content outlines.

Use the outline as the basis of your study. The outlines list the topics that are on the examination and the number of items for each topic. Do not schedule your examination until you are familiar with all topics in the outline.

**CONTRACTOR, 55 Items,
Passing Score: 39**

150 Minutes to complete this portion.

- A. Home Improvement Law (41 Items)
- B. Door-to-Door Sales Act (4 Items)
- C. Labor Laws (3 Items)
- D. Safety Regulations (4 Items)
- E. Estimating (3 Items)

**SUBCONTRACTOR, 35 Items
Passing Score: 25**

90 Minutes to complete this portion.

- A. Home Improvement Law (25 Items)
- B. Labor Laws (3 Items)
- C. Safety Regulations (4 Items)
- D. Estimating (3 Items)

**SALESPERSON, 35 Items
Passing Score: 25**

90 Minutes to complete this portion.

- A. Home Improvement Law (25 Items)
- B. Door-to-Door Sales Act (10 Items)



REGISTRATION AND SCHEDULING PROCEDURES

The registration form is found at the end of this Candidate Information Bulletin or may be found online at www.psiexams.com. Be sure the registration form is complete, accurate, and signed. Be sure that you include all attachments and the correct fees. You must first register for an examination and then schedule an examination appointment.

Important: If you fail the licensing examination, there is a waiting period of 21 days before that individual is eligible to retake the test; each subsequent retest requires a waiting period of 60 days.

The Fee For Examination Registration is \$63.

NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE.

STANDARD MAIL REGISTRATION

1. Complete the Examination Registration Form. **BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE REGISTRATION FORM. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.** Return the completed original form to PSI with the appropriate fee. Payment of fees can be made by money order, company check, or cashier's check. Cashier's checks, company checks, and money orders should be made payable to PSI. Print your Social Security Number on your check or money order to ensure that your fees are properly assigned. **CASH, PERSONAL CHECKS, MASTERCARD, AND VISA ARE NOT ACCEPTED.**
2. Upon receipt of your completed form and fees, a Registration Confirmation Notice will be mailed to you. **If your application or fees are not correct, we will return them to you immediately with instructions on correct application procedures.**
3. Please allow 2 weeks to process your registration. If you do not receive your Confirmation Notice within 2 weeks, call (800) 733-9267 to verify your status.

TELEPHONE REGISTRATION

Telephone registration is available only to candidates who are registering to retake the examination. You will need a valid VISA or MasterCard to use this service

1. Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.

2. Call 1-800-733-9267 between 9:00 a.m. and 8:00 p.m. (Eastern Time). You may schedule an appointment during the same call or call back 24 hours a day, seven days a week to schedule an appointment through our automated system.

FAX REGISTRATION

For Fax registration you will need a valid VISA or MasterCard to use this service.

1. Complete the Examination Registration Form, including your credit card number and expiration date.
2. Fax the completed form (both sides) to PSI at 702-932-2666. Fax Registrations are accepted 24 hours a day.
3. Please wait 4 business days before calling (800) 733-9267 to schedule an appointment. Scheduling is also available 24 hours a day-7 days a week, through our automated system.

INTERNET REGISTRATION

Internet registration is available only to candidates who are registering to retake the examination. The examination registration form is available at PSI's website, www.psiexams.com. You may register and schedule for an examination via the Internet 24 hours a day. NOTE: You may only schedule through the Internet if you are also registering at the same time.

Log onto PSI's website and create an account. Please enter your email address and first and last name. This information must match exactly with the information PSI has on file. Be sure to **check the box next to "Check here to attempt to locate existing records for you in the system"**

You will be asked to select the examination and enter your SS#. Your record will be found and you will now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your Social Security Number only as an identification number in maintaining your records and reporting your examination scores to the Department of Labor, Licensing and Regulation. A federal law requires state agencies to collect and record the Social Security numbers of all licensees of the professions licensed by the state.

SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access



in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax to PSI (702) 932-2666.

SCHEDULING AN EXAMINATION APPOINTMENT

After you have received the confirmation notice of PSI's acceptance of your registration packet, you are responsible for calling PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination center location and time that is most convenient for you. To schedule your examination using a touch tone phone, call PSI 24 hours a day at 1-800-733-9267. To schedule with a PSI registrar, call Monday through Friday, between 7:30 am and 8:00 pm and Saturday, between 11:00 am and 5:00 pm, Eastern Time. If space is available in the examination center of your choice, you may schedule an examination 1 day prior to the examination date of your choice. Please be prepared to offer alternative examination appointment choices.

Important: If you fail the licensing examination, there is a waiting period of 21 days before that individual is eligible to retake the test; each subsequent retest requires a waiting period of 60 days.

CANCELING OR RESCHEDULING AN APPOINTMENT

You may cancel and reschedule an appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date.* (Example: For a Monday appointment, the cancellation notice would need to be received by the close of business on the previous Wednesday.) You may call PSI at (800)-733-9267. Please note that you may also use the Automated System, using a touch tone phone, 24 hours a day in order to Cancel and Reschedule your appointment.

IMPORTANT NOTE ABOUT SCHEDULING OR RESCHEDULING!

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. For example, a candidate who tests unsuccessfully on a Tuesday can call the next day (Wednesday) and retest as soon as Thursday using the express registration service described above (pending space availability).

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, and you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- ❑ Do not cancel your appointment 2 days before the

scheduled examination date; or

- ❑ Do not appear for your examination appointment; or
- ❑ Arrive so late that beginning your examination would disrupt the center's schedule; or
- ❑ Do not present proper identification when you arrive for the examination; or

EMERGENCY EXAMINATION CENTER CLOSING

In the event that severe weather or another emergency forces the closure of a examination center on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation; however, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check PSI's website at www.psiexams.com.

COMPUTER EXAMINATION CENTER LOCATIONS

The following are the examination centers where you may take the Home Improvement licensing examination.

Baltimore Falls Road Center:

Mount Washington Area
6115 Falls Road, Suite 100
Baltimore, MD 21209

From the Beltway I-695, take I-83 South (Jones Falls Expressway) to the Northern Pkwy exit East. Turn left onto Northern Pkwy heading East. Turn left onto Fall Road. Go about 1 mile. You will come to a Light Rail overpass/bridge. The 6115 Falls Rd.

*Building is **immediately** on your right, on the other side of the overpass/bridge. When you turn in, you will drive past the "MAIN Entrance" and turn right in the lot, proceeding to free parking available on the left side and rear side of the building. Please come back to the "MAIN Entrance" and enter the building there (not the rear entrance). PSI is in Suite 100, the first suite door to your left. This site is also conveniently located adjacent to an MTA Light Rail Station, and accessible by MTA bus routes.*

College Park Center:

The Sterling Building
4920 Niagara Road, Suite 211
College Park, MD 20740

From I-95 North/Beltway, take Exit 25/Route 1 toward College Park. Continue straight across Route 1 onto Edgewood Road. Continue to the 4-way stop. Turn left onto Rhode Island Avenue. Turn left at the next road - Niagara Road. The Sterling Building is on the right. Park in the appropriately marked spaces.



REPORTING TO THE EXAMINATION CENTER

From I-95 South take Exit 25. Stay in the left turn lane and make a left at the next light which is Edgewood Road. Continue to the 4-way stop. Turn left onto Rhode Island Avenue. Turn left at the next road - Niagara Road. The Sterling Building is on the right. Park in the appropriately marked spaces.

Crofton Center

Morauer III Building
2137 Espey Court, Suite 3
Crofton, MD 21114

From the Defense Highway 450, take the Priest Bridge Rd exit going South. Turn right on Espey Court.

From the Washington Beltway, take 50 East to 3 North. Turn right on Defense Highway 450, take the Priest Bridge Rd exit going South. Turn right on Espey Court.

Hagerstown Center:

Westshire Professional Center
920 West Washington Street, #204
Hagerstown, MD 21740

From I-70, take I-81 North, take Exit 6 (Route 40) east (Washington Avenue). Turn right at Devonshire (3rd light). The building is at the end of the block, on the left. Building is an old school house. Parking is available in the front parking lot. Enter at D2.

Lanham Center:

5900 Princess Garden Pkwy
Suite 240
Lanham, MD 20706

Take the 20B-A/Annapolis Road Exit towards Lanham. Take Princess Garden Parkway exit. Turn left, following Princess Garden Parkway exit, veer into far right lane. Turn right on Princess Garden Parkway - turn left at first driveway..

Salisbury Center:

1323 Mt. Hermon Road
Beaglin Park Plaza, Suite 2A
Salisbury, MD 21804

From Rt 50 E, take 50 Business thru Salisbury. Turn right onto Beaglin Park Dr. Turn left onto Mt Hermon Road. Take the first left into Beaglin Park Plaza Complex. Look for Bulding 2.

From Rt 13S, take 13 S Norfolk exit. Take 50 Business exit and turn left onto Beaglin Park Dr. Turn left onto Mt Hermon Rd. Take the first left into Beaglin Park Plaza Complex. Look for Bulding 2.

From Rt 13N, take Rt 50/Salisbury Business exit. Turn left onto Beaglin Park Dr. Turn left onto Mt Hermon Rd. Take the first left into Beaglin Park Plaza Complex. Look for Bulding 2.

On the day of the examination, you should arrive at least 30 minutes before your examination appointment. This extra time is for sign-in and identification and familiarizing you with the examination process. **If you arrive late, you may not be admitted to the examination center and you will forfeit your registration fee.**

REQUIRED IDENTIFICATION

You must provide 2 forms of **VALID** (not expired) identification. One must be a government-issued identification (Driver's License, State ID, Passport, Military ID) which bears your signature, has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the registration form. If you cannot provide the required identification, you must call (800) 733-9267 1 month prior to your scheduled appointment to arrange a way to meet this security requirement. **Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.**

NOTE: If you recently changed your name, or if your last name includes a generation indicator (e.g., Jr., III), be sure that your name is the same on your examination registration form and your 2 forms of identification.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

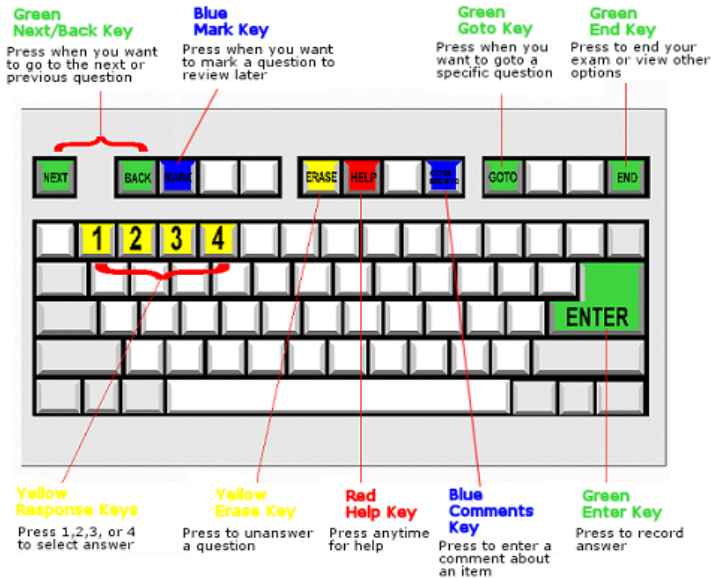
- ❑ Candidates may bring reference books. Reference books may be highlighted, underlined, and/or indexed. They must be otherwise UNMARKED (not written in). Sample Examinations are not allowed.
- ❑ You may not exit the building during the examination.
- ❑ Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter the testing center.** PSI will not be responsible for any personal items and suggests that you leave them locked in the trunk of your car.
- ❑ Only nonprogrammable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be permitted.
- ❑ No smoking, eating or drinking will be allowed in the examination center.
- ❑ Copying or communicating examination content is a violation of security regulations. Either one may result in the disqualification of examination results



and may lead to legal action under copyright laws.

TAKING THE EXAMINATION BY COMPUTER

Taking the PSI Home Improvement examination by computer is simple. You do not need any computer experience or typing skill. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown below. You may also use the mouse.



IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered as shown here.

TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on screen. The time you spend on this tutorial (up to 15 minutes) does NOT count as part of your examination time. Sample questions are included as part of the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

EXAMINATION

A sample question display follows. During the

examination, you would press 1, 2, 3, or 4 to select your answer or press MARK so that you can view it later. You would then press ENTER to record your answer and move on to the next question. You can change your answer as often as you like before pressing ENTER. If you wish to change your answer after you press ENTER, simply view the question you have marked, make the desired change, and press ENTER again.



IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

PRETEST ITEMS

In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "pretest" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

EXAMINATION REVIEW

Failing candidates will have the option of reviewing their examinations in a secure environment. Requests for an Examination Review must be made within 15-days after their examination. Candidates will be provided with a copy of the incorrectly answered questions in the examination, along with the candidate's answer. The candidate will have the opportunity to write down any matter that he/she wishes to bring to the Commission's attention. The candidate's notes, together with a copy of the item, will be submitted directly to the Commission. The Commission will review the candidate's comments and make a determination as to the validity of the candidate's comments. PSI will contact the candidate, within 30 business days, and inform them of the Commission's decision. Please do not contact the Commission directly.

Standard examination security practices will be followed. You may bring the approved reference books as listed in this Candidate Information Bulletin. You may not take any notes out of the review sessions. Call 800-733-9267 for details.

SCORE REPORTING

Commission policy dictates that examination score results are valid for 2 years. If you do not pass and apply for your license within 2 years after passing your examination, you will have to retake the entire examination.

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** - your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;
 - If you **pass**, you will immediately receive a successful notification.
 - If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.
- **On paper** - an unofficial score report will be printed at the examination site.

DUPLICATE SCORE REPORTS

You can write to PSI to request a duplicate of your score report.

NOTE: It is advisable to keep these instructions for future reference, along with copies of your application and other related documents.

EXAMINATION PREPARATION COURSES

Applicants for home improvement examinations may want to contact their local community colleges to enroll in examination preparation courses.

The following colleges offer these courses:

- Hagerstown Community College
- Chesapeake College (Wye Mills)
- Carroll Community College
- College of Southern Maryland (LaPlata)
- Community College of Baltimore County (Catonsville)
- Baltimore City Community College
- Montgomery College (Gaithersburg)



DOCUMENTATION OF EXPERIENCE FROM EMPLOYER

Contractor candidates must have two years experience, of which at least one year is "hands on" actually performing a trade. In accordance with Business Regulation Article, Section 8-302.2 and the corresponding Regulation, COMAR, 09.08.01.23, trade experience is defined on page one of this bulletin.

Your employer must submit a notarized statement with the dates and duties of employment AND copies of any diplomas and degrees of education related to the occupational license type for which you are applying. Listed experience MUST be able to be verified. If experience cannot be verified, or is questionable, the application will be returned to applicant. If an applicant questions PSI's decision regarding eligibility to take the exam, the applicant must submit a written request to the attention of the Executive Director for review by the Commission. Please see page 1 for a further description.

This Work Was Performed

From _____ -To _____

Company Name: _____

Company Address: _____

List tasks performed:

Use a separate piece of paper if you have more experience.

PERSON CERTIFYING (Print)

In making this certification for _____ (candidate name), I _____ (person certifying), have not relied on statements made to me by applicant or third parties, and swear under penalty of perjury that the information provided in this certification is true and correct to the best of my personal knowledge. I understand that my license may be subject to discipline if the information given and attested to by me herein is determined to be intentionally misleading or fraudulent.

Signature of Person Certifying License # _____ State _____

Address City State Zip

Phone No. _____ Fax No. _____ Email _____

NOTARY

Subscribed and sworn before me this _____ day of _____ 20_____

SEAL

Notary Public

My commission expires _____ 20_____

HOME IMPROVEMENT SALESPERSON EXPERIENCE

May be substituted for one year of trade experience. Any experience listed in this section will be reviewed by the commission prior to your being approved to take the examination.

From _____ -To _____

Company: _____ Supervisor: _____ License #: _____

Company Address: _____

Telephone #: _____

Use a separate piece of paper if you have more experience.



EDUCATIONAL EXPERIENCE

Participation in a registered apprenticeship program or education training may be substituted for one year of trade experience.

From _____ - To _____

Name of School Program: _____ Director: _____ Telephone #: _____

School Address: _____

REGISTRATION PROCEDURES

To register **BY MAIL**, complete and send this form with the applicable fees to the address below. (Credit card payment is not accepted for mail registrations.) Call (800) 733-9267 for questions about Registration Procedures.

PSI LICENSURE: CERTIFICATION

ATTN: Examination Registration MD HI

3210 E Tropicana * Las Vegas, NV 89121 * www.psiexams.com

Fees payable to PSI may be made by (1) cashier's check, (2) company check, (3) money order. Please note your Social Security Number on your check or money order. Cash and personal checks are NOT accepted. Registration fees are not refundable nor transferable.

To register **BY PHONE**, complete this form (with credit card information and signature) and call: (800) 733-9267

To register **BY FAX**, complete and fax both sides of this form (with credit card information and signature) to: (702) 932-2666

Credit card (MasterCard or VISA) payment accepted for phone or fax registrations only. (Check One):

 MC VISA

Card No: _____ Exp. Date: _____

Card Verification No: _____

For your security, PSI requires you to enter the card identification number located on your credit card. The card identification number is located on the back of the card and consists of the last three digits on the signature strip.

Cardholder Name (Print): _____

Signature: _____

PSI respects your privacy and will never release your social security or identification numbers. However, PSI believes that past candidates have benefited from our products or services. If you do not wish to receive this information, please check the following box:

REQUIREMENTS FOR GETTING A HOME IMPROVEMENT CONTRACTOR'S LICENSE

After you pass the examination you will be sent a license application by PSI. At that time, you will be asked to do the following 11 procedures. Do not call the Commission for a license application.

1. If you use a trade name, check with the Commission for availability. You must also register the trade name with the Department of Assessments and Taxation (410-767-1801) and submit proof of registration with your license application.
2. Have financial responsibility because the Guaranty Fund will insure you for \$20,000 per job up to a total of \$100,000. (Your past and present credit history, financial status and ability to repay the Fund if there is an award to a homeowner are reviewed by the Commission.)
3. If real estate is listed on your financial statement, you must submit a copy of your current real property assessment notice.
4. If your real property, bank accounts or other assets are jointly owned, the co-owner must sign the license application.
5. You must submit you last 3 months personal bank statements.
6. Include a current original credit report with your application.
7. If your home improvement business is incorporated, articles of incorporation and certificate of good standing must be submitted.
8. All applicants for a contractor's license must submit a certificate of liability insurance for at least \$50,000. This certificate should be in the name of the individual applicant, trading as the company name, and the Home Improvement Commission must be the certificate holder.
9. The Commission will review any past felony conviction or violation of the Commission's laws and regulations. You must provide copies of any conviction records which can be obtained from your local State Police Office.
10. The entire application package must be sent with the scannable document to the post office box, not the Commission's office.
11. Please include a current 2 x 2 photograph of yourself.



BOOKS AND MORE ARE NOW AVAILABLE AT THE PSI ONLINE STORE!

To place an order for one or more of the following items listed, you may:

- Order online at www.psionlinestore.com
- Call the PSI Online store toll-free at (866) 589-3088

Note: prices are available online at www.psionlinestore.com

<input type="checkbox"/>	Business and Project Management for Contractors - Maryland Home Improvement Commission English Edition
<input type="checkbox"/>	Business and Project Management for Contractors - Maryland Home Improvement Commission Spanish Edition
<input type="checkbox"/>	Salesperson Reference Manual - Maryland Home Improvement Commission Edition

Please note: Inventory and pricing subject to change without notice.

- You may also place a checkmark next to the items that you would like to order, and mail or fax this form to PSI (be sure to include your contact information). A Customer Service Rep will call you to place the order.

Mail or FAX to:
PSI licensure:certification ** 3210 E Tropicana * Las Vegas * NV * 89121 (Attn Shipping)
Fax (702) 932-2668

Name: _____

Address: _____

City _____ State _____ Zip _____

Phone Number: _____



All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Candidates who wish to request special arrangements because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

Requirements for special arrangement requests

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationary of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date _____

Legal Name: _____
Last Name First Name

Address: _____
Street City, State, Zip Code

Telephone : (____) _____ - _____ (____) _____ - _____
Home Work

Email Address: _____

Check any special arrangements you require (requests must concur with documentation submitted):

- Reader (as accommodation for visual impairment or learning disability)
- Extended Time (Additional time requested: _____)
- Large-Print written examination
- Other _____

- Complete and fax this form, along with supporting documentation, to (702) 932-2666.
- After 4 business days, please call 800-733-6750 and leave a voice message.
- PSI Special Accommodations will call you back to schedule the examination within 48 hours.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI SPECIAL ACCOMMODATIONS.

PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121