



NATIONAL ASSOCIATION OF PUBLIC INSURANCE ADJUSTERS

Information and Registration Booklet for Earning CPPA and SPPA Professional Designations

The Certified Professional Public Adjuster (CPPA) and Senior Professional Public Adjuster (SPPA) designations are awarded to public insurance adjusters who have met specific experience and education requirements, have completed a qualifying examination prescribed by a Board of Examiners, subscribe to a code of ethics for business and professional conduct, and participate in continuing education. The program is sponsored by the National Association of Public Insurance Adjusters (NAPIA). The examinations are prepared and administered by the American Institute for CPCU (AICPCU) and the Insurance Institute of America (IIA).

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Program Requirements

To earn the CPPA or SPPA designation, candidates must meet three requirements.

1. **Experience** – Candidates are required to have at least five (5) years experience in adjusting on a full-time basis to take the CPPA examination. Ten (10) years of full-time adjusting experience are required to take the SPPA examination.
2. **Education** – Applicants must have a college degree or its equivalent in education, experience, or knowledge. Applicants who are not college graduates or who cannot obtain acceptable educational credentials should write to the NAPIA Board of Examiners to inquire about methods of establishing the equivalent.
3. **Examination** – Approved applicants must sit for and pass a nationally administered examination. The CPPA and SPPA examinations are offered at Prometric Testing Centers during four two-month testing windows and are delivered via computer. For the location of the nearest Prometric Testing Center, visit Prometric’s Web site at www.prometric.com/aicpcu and click on “Locate a Testing Center.”

Candidates should be familiar with the general process of property loss adjusting and should understand the provisions of common property insurance forms. Although an understanding of policy forms is required, candidates will not be required to recall specific policy provisions.

Getting Started

This booklet provides everything needed to apply for candidacy, purchase study material, and register to take the CPPA or SPPA examination. The application form must be filled out completely and submitted with full payment to NAPIA (*see address on page 1*). Once education and experience credentials have been approved, study material will be shipped and the examination registration process will be completed.

Step One – Provide Personal Details and Exam Information *(please type or print)*

NAPIA Member? <i>(check one)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Full Name	
Employer	
Business Address	
City/State/Zip	
Business Telephone	
Fax Number	
E-mail Address	
Residence Address	
City/State/Zip	
Residence Telephone	
Date of Birth	
PA License Number(s)	

Exam Selection:	<input type="checkbox"/> CPPA Exam <input type="checkbox"/> SPPA Exam
Test Period Selection – (Allow 3-4 months to thoroughly review the study material.)	
<i>Make this selection carefully. Missed exam appointments will result in additional charges.</i>	<input type="checkbox"/> January 15 – March 15 <input type="checkbox"/> April 15 – June 15 <input type="checkbox"/> July 15 – September 15 <input type="checkbox"/> October 15 – December 15

Upon approval into the CPPA or SPPA program, the candidate will be charged for the package of study material and examination fee as outlined on page 6. Study material will be shipped directly to the business address indicated on this form, and the candidate’s examination registration will be activated. See page 6 for more information about study material and examination policies and procedures.

Payment Information	
Method of Payment	<input type="checkbox"/> Check <input type="checkbox"/> Credit Card
Name on Card	
Credit Card Account #	
Card Type	<input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> American Express
Expiration Date	
Signature and Date	
<i>If paying by check, please make check payable to NAPIA.</i>	

Step Two – Provide Educational Background

Applicants must have a college degree or its equivalent in education, experience, or knowledge. Applicants who are not college graduates or who cannot obtain acceptable educational credentials should write to the NAPIA Board of Examiners (see address on page 1) regarding methods of establishing the equivalent. In the fields below, please provide information for all post-secondary schools attended.

College or University	
Time Attended	
Name of School	
City/State	
Year Graduated	
College or University	
Time Attended	
Name of School	
City/State	
Year Graduated	
College or University	
Time Attended	
Name of School	
City/State	
Year Graduated	

Notes:

Step Three – Provide Business or Professional Experience

Applicants are required to have at least five years experience in adjusting on a full-time basis to sit for the CPPA examination. Ten years full-time experience in adjusting is required to sit for the SPPA examination. Please provide employment information in the fields below.

Most Recent/Current Employment	
Time Employed	
Position	
Employer Name	
City/State	
Previous Employment	
Time Employed	
Position	
Employer Name	
City/State	
Previous Employment	
Time Employed	
Position	
Employer Name	
City/State	

Notes:

Study Material

Upon acceptance into the CPPA or SPPA program, candidates need to work through selected study material as outlined below. Study material will be shipped to the candidate's business address indicated on this form once the education and experience requirements have been approved.

CPPA Study Material and Exam Registration Package

Text – Claim Handling Principles and Practices, 1st edition

Text – Property Loss Adjusting, 3rd edition

Text – Selected Readings for CPPA

Exam – CPPA Examination

Total: \$550 – Member Price \$895 – Non-Member Price

SPPA Study Material and Exam Registration Package

Text – Commercial Property Risk Mgmt & Insurance, 7th edition

Text – Selected Readings for SPPA

Exam – SPPA Examination

Total: \$550 – Member Price \$895 – Non-Member Price

Annual Records Maintenance Fee

Each CPPA and SPPA will be charged an annual records maintenance fee by NAPIA as follows:

Fee: NAPIA Member – \$150
 Non-Member – \$250

Non-payment of fees will be grounds for revocation of a designation. Contact NAPIA for complete program rules, including continuing education requirements.

Examination Information

CPPA and SPPA candidates are required to pass a national examination. Exams are given during four two-month testing windows at Prometric Testing Centers and are delivered via computer.

Examination Format – The format for the CPPA exam is multiple-choice with 100 questions and a duration of two hours. The format for the SPPA exam is short-essay with approximately 30–35 questions and a duration of three hours.

Examination Dates – Testing windows are available as follows:

January 15 – March 15	April 15 – June 15
July 15 – September 15	October 15 – December 15

Examination Registration Confirmation – Candidates will receive an electronic copy of their examination registration confirmation via e-mail if a valid e-mail address is provided. Candidates will also receive a printed confirmation in the mail. Candidates are encouraged to read through the printed examination confirmation carefully to understand the test center rules, procedures, and policies.

Schedule an Examination Appointment – No less than two business days after a candidate receives confirmation that he or she is registered to take the examination, the candidate should contact Prometric to schedule an exam appointment by calling 877-311-2525 or by visiting www.prometric.com/aicpcu. Appointments must be scheduled in the timeframe selected on page 3 of this packet. Appointments are made on a first come, first served basis. Candidates are advised to schedule exam appointments early in the testing window in case they need to postpone or retake it.

Examination Center Locations – For the location of the nearest Prometric Testing Center, visit www.prometric.com/aicpcu and click on “Locate a Testing Center.”

Important Note – Missed, canceled, or postponed exam appointments will result in additional charges.

Test Center Rules – At the test center, candidates must present valid, unexpired identification that contains both a photograph and a signature. The name on the photo

identification must match the name as it appears on the confirmation notice. Candidates should arrive at the testing center 30 minutes before their appointment time. If a candidate is more than 30 minutes late, admission may be denied. In the event of inclement weather and the test center is open, candidates who do not take the exam they registered for will forfeit their fee and will be responsible for paying additional charges.

Please note that during the examination, the following policies are enforced:

- Smoking is prohibited in the testing center.
- Cellular telephones, pagers, personal digital assistants (PDAs), food, and drinks are prohibited in the testing room. All personal articles must be placed in a locker.
- Books and papers of any kind are prohibited in the testing room.
- Scratch paper and pencils will be provided by and must be returned to the testing center staff.
- Any quiet, nonprinting calculators, except with keys for the purpose of entering letters or words, may be used during the exam. Business and/or financial calculators that meet these criteria are also permitted.
- Examinees may obtain assistance from the test administrator during the exam by raising their hand.
- No communication with anyone other than the test administrator is allowed during the exam.
- No notes, books, and/or study material are permitted during the exam.
- All questions must be answered before terminating the exam. The computer-delivered exam cannot be restarted.

Examination Grading, Grade Reports, and Certificates – Examination scores will be provided at the close of the examination period. An official grade report will be mailed directly from AICPCU to the business address indicated on this form. Certificates of completion will be mailed by NAPIA to the same address.