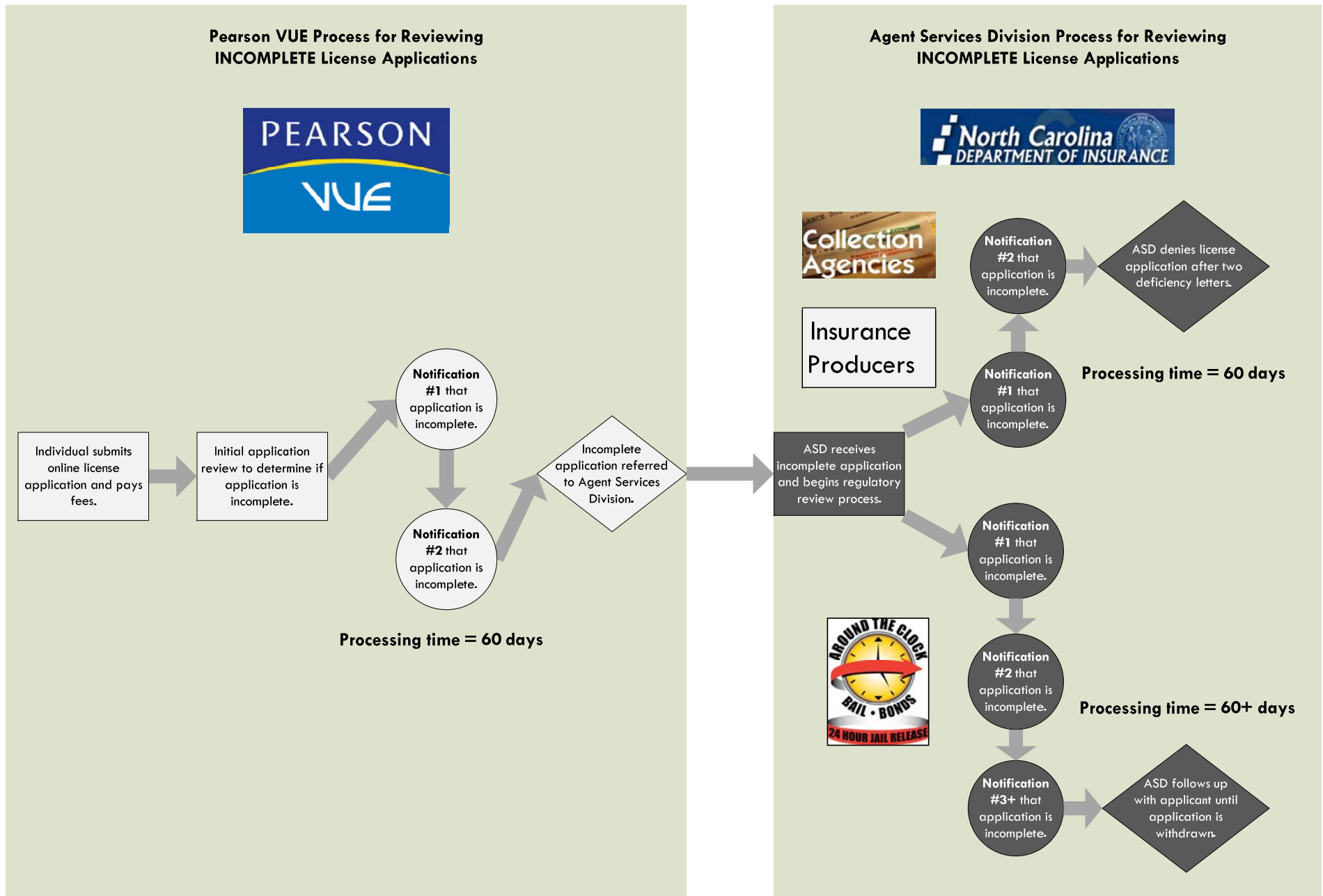


Exhibit 12: The Agent Services Division Duplicates the Notification Process Performed by Pearson VUE



Source: Program Evaluation Division based on license processing information from the Agent Services Division of the Department of Insurance.