



DCA LICENSING CENTER
42 Broadway, Lobby
New York, NY 10004
Monday-Friday: 9:00 a.m.-5:00 p.m.
Wednesday: 8:30 a.m.-5:00 p.m.

Renewal Unit Telephone:
(212) 487-4060
nyc.gov/dca

**NYC SMALL BUSINESS
SUPPORT CENTER**
90-27 Sutphin Blvd, 4th Floor
Jamaica, NY 11435
Monday-Friday: 9:00 a.m.-5:00 p.m.

Frequently Asked Questions: *Process Server Individual Exam*

Under New York City law, individuals must pass an exam to get or to renew a Process Server Individual license.

GENERAL INFORMATION

Where do I take the Process Server Individual exam?

New applicants for the Process Server Individual license take the exam at the DCA Licensing Center or NYC Small Business Support Center (addresses above). After you submit your license application (online or in person), go to either location to take the exam. The exam is given between 9:00 a.m. and 3:00 p.m. Monday through Friday.

Renewing Process Server Individual licensees must contact ExamBuilder to schedule the exam at an ExamBuilder Test Center. See details below.

EXAM SCHEDULING (RENEWING LICENSEES ONLY)

Why is ExamBuilder administering DCA's Process Server Individual exam to renewing licensees? Through DCA's partnership with ExamBuilder, we are able to offer more dates (including weekends), times, and secure locations throughout New York City convenient to test takers.

How do I schedule the exam?

You can schedule the exam in ONE of three ways:

1. Online at dcaschedule.exambuilder.com. Enter your Record ID, then click Continue.
 - You can find Record ID on your Renewal License Application or payment receipt.
2. By phone: (646) 974-8244
 - Customer service is available from 9:30 a.m. to 5:30 p.m. seven days a week.
3. In person at:

The Manhattan Test Center: 545 8th Avenue #1210, New York, NY 10018 OR
The Queens Test Center: 36-60 Main Street, 4th floor, Flushing, NY 11354

- Test Centers are open seven days a week from 9:00 a.m. to 5:00 p.m.

How soon can I schedule the exam?

You can schedule the exam 24 hours *after* DCA has processed your completed License Renewal Application, which includes required documents and renewal and exam fees. *You cannot schedule the exam until DCA has received and processed required documents and payments.* Once DCA has processed your renewal application, it takes 24 hours for your information to appear in ExamBuilder's system.

Important: You have 30 days to take and pass the exam from the moment your information appears in ExamBuilder's system. DCA does *not* deduct from your 30 days to take the exam the 24 hours that you must wait to schedule the exam. You have two (2) total attempts to pass the exam.

What should I do if I need to change my name during the renewal process?

You must notify DCA if you change your name. Call 311 (212-NEW-YORK outside NYC) and ask to be transferred to DCA with a question about your Process Server Individual license. DCA needs this information both to review your renewal application and to provide ExamBuilder with your information so that you can schedule the exam.

I have a disability and would like to request a test accommodation. Whom should I contact?

To request a disability-related accommodation, please call DCA's Americans with Disabilities Act (ADA) Coordinator at (212) 436-0199 or visit nyc.gov/dca and search "accommodations."

What do I do if I have to reschedule the exam?

If you have to reschedule, **you must request a new exam date by 5:00 p.m. the day before the originally scheduled exam date.** You can reschedule the exam in ONE of two ways:

- By phone: (646) 974-8244
- Online at dcaschedule.exambuilder.com

Reminder: You must pass the exam within 30 days from the date you submitted your application or your application will be denied.

I missed my scheduled exam. Whom should I contact?

If you miss a scheduled exam, you will automatically fail and ExamBuilder will report the "Fail" grade to DCA.

If you miss your scheduled exam due to an emergency, you must contact DCA at (212) 487-4060 **within two (2) business days following the day of the exam that you missed to request an excused absence.**

EXAMBUILDER TEST CENTER (RENEWING LICENSEES ONLY)

What do I need to bring to the ExamBuilder Test Center?

You must bring one (1) form of government-issued photo identification* with your signature. Acceptable forms include:

- Your DCA Process Server Individual license (Expiring 02/28/2020)
- Driver's license
- Passport
- Military ID
- Alien Registration Card
- Municipal ID Card (IDNYC)

*DCA will accept an expired ID as proof of identification only if the identification expired during the past two years.

Will ExamBuilder give me anything after the exam?

ExamBuilder will give you an Exam Result that includes your Score and Result, i.e., Pass or Fail.

Note: You do not need to submit your Exam Result to DCA. ExamBuilder will notify DCA of your exam results directly.

I passed the exam. What happens next?

Upon approval of your application, DCA will mail you a renewed license.

What do I do if I fail the exam?

You have two (2) attempts to pass the exam. If you fail the exam on your first attempt, contact ExamBuilder at (646) 974-8244 or dcaschedule.exambuilder.com to retake the exam. *You must wait 24 hours from your failed attempt before scheduling the exam for a second attempt.*

If you fail the exam two times, you must apply for a new Process Server Individual license and pay the license and exam fees again.

Can I still take the exam at the DCA Licensing Center?

No. Renewing licensees must take the Process Server Individual exam at an ExamBuilder Test Center.

GENERAL EXAM QUESTIONS**What does the exam cover?**

The exam covers City and State laws and rules that you must know in order to serve process legally and properly. Questions test your understanding of how these requirements are applied in your everyday experience. See below for a sample question. Also see the section "Preparing for the Exam."

What's the format of the exam?

The exam consists of 30 multiple choice questions. Here is a sample question:

You are required to keep a record of your services in a bound and paginated volume, also known as a log book. Which of the following would constitute an acceptable log book under DCA Rules?

- a) A spiral notebook with printed page numbers.
- b) Work orders from a process serving agency that have been stapled and duct-taped together, and that have printed page numbers.
- c) A book where the binding is glued together and the pages are numbered at the time of purchase.
- d) All of the above.

The correct answer is (c). See 6 RCNY § 2-233(b).

What's a passing grade?

To pass the exam, you must answer at least 21 questions correctly.

PREPARING FOR THE EXAM

DCA prepared Educational Materials for Process Servers that include New York City Laws and Rules; New York General Business Law; New York Civil Practice Law and Rules; New York Domestic Relations Law; New York Real Property Actions and Proceedings Law; and New York Business Corporation Law.

Important: *These materials include relevant City and State laws and rules you need to know to serve process properly. They are not a “study guide” exclusively for the exam. You can download materials from the DCA website at nyc.gov/processservers.*

Are DCA’s Educational Materials for Process Servers the only materials I need to study before the exam?

No. Although these materials will help as you prepare for the exam, you should consult other resources, which may include:

- Attorneys and agencies for whom you work
- Relevant professional associations (to obtain training and other materials)
- New York State Unified Court System Public Access Law Libraries:
<http://www.nycourts.gov/lawlibraries>
- New York Civil Practice and Landlord-Tenant Practice:
 - McKinney's New York Civil Practice Law and Rules
 - New York Practice by David D. Siegel
 - New York Practice Series - Landlord and Tenant Practice in New York
- New York Jurisprudence, 2nd Edition
- *New York City Marshals HandBook of Regulations*, in particular Chapter IV, Section 2-2 and Section 5