



XCEL LIFE & HEALTH BEST PRACTICES for RETAKERS

LAH Support Email: instructors@stcusa.com

LAH Instructor Hotline (Mon-Fri 9am-5pm ET): 800-782-3926

LAH Technical Support: support@xcel solutions.com or 904-999-4923

NYL Questions? Email: offsite_training@newyorklife.com

HELPFUL STEPS TO REFOCUS YOUR STUDYING EFFORTS

STEP 1: Reach out to XCEL Subject Matter Experts to review what areas you should focus on

- Email the following information to instructor@xcel solutions.com
 - Full Legal Name
 - Email Address
 - City/ State
 - Mobile Number
 - Exam Attempted
 - Copy of Exam Results
- You will receive a phone call/email within 2 business days to speak directly to our XCEL experts (Mentorship Team) to discuss areas that you need to focus on.

STEP 2: Listen to the Life and Health Retakers Coaching Session Recording ([Click here](#))

STEP 3: Review the appropriate PREP REVIEW COURSE (The most important section)

- The Mentorship Team should review which PREP REVIEW Courses you should focus on.
- All chapters are weighted (questions and content) identical to the state exam, prioritizing studies based upon the most important concepts. Be sure to complete EVERY chapter and exam.

STEP 4: Review the STATE EXAM Simulators

- There are three exam simulators, which are weighted identical to the state examination. Each exam is comprised of questions which are KNOWN or HISTORICALLY SEEN on the exam.
- Proceed through each Exam Simulator in order, while reviewing in between attempts. The process of “test and review” allows for information to be retrained, rather than simply memorizing questions.

STEP 5: Either attend the monthly Life and Health guided study program or listen to the records sessions

- English 2-Day Live Review Classes or Spanish 1-Day Live Review Classes available at no cost
 - [LAH Class Schedule](#)
- Extensions for materials are available at no cost – use code **NYLEXT30** at Checkout
- Translated Recorded Virtual Classes are also available in Spanish, Mandarin, Korean & Vietnamese

STEP 6: Schedule your exam

STEP 7: Take and Pass your Exam