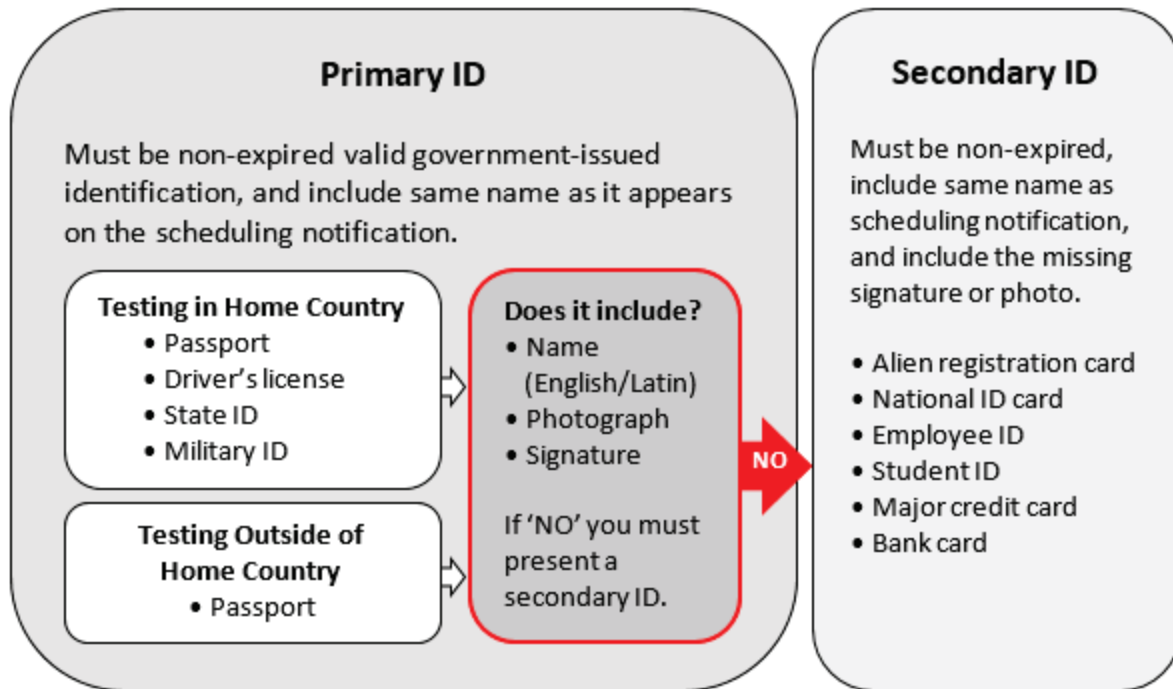




Top Computer-Based Testing Inquiries Answered for SOA Exam Candidates P, FM, IFM, PA, SRM, STAM, FSA, ERM, LTAM and EA

Identification

- Verify that the name you registered with for the exam is written the same way on your ID.
 - No nicknames. (i.e., if your name is Joseph, type in "Joseph" and not "Joe".)
 - If you go by another name, still register with your first and last legal name. (i.e., if your name is Jane Sue Smith, but you go by Sue, still put "Jane" as your first name.)
 - If the name on your ID is written in your cultural language (i.e., Wei Wei Wang), but you're also known by another name (i.e., William Wang), still register with the name written on your ID.
 - If your name has legally changed between the time you registered for your exam, and the date of your exam (such as getting married), make sure your ID has been updated and send the name change information to SOA Customer Service Center as soon as possible. SOA is unable to guarantee that any updates can be made to the name within 72 hours of a scheduled exam. No photocopies of identification or of name change documentation will be accepted at the testing center.
 - Including your middle name is optional, and not required.
- Please make sure you have proper **valid** and **non-expired** government-issued identification with you – that includes your name, photo, and signature.



- If you do not receive your Letter of Confirmation email from the SOA after 24 hours from registration, contact Customer Service immediately.

Scheduling an Appointment

- When scheduling an exam, you need to use your candidate number/eligibility number and the first 4 characters of your last name. If your last name has less than four characters, use the number of characters that you have.
- You may have to look for available seats at Prometric testing centers within a 150-mile radius of your preferred location.
- If you do not receive a confirmation email from Prometric within 24 hours after scheduling an appointment, contact Prometric.
- If there are no available seats in your region, keep checking the Prometric website as seating is fluid and a spot may open. Only contact SOA after trying to secure a seat over the course of two weeks.

Rescheduling

- If you wish to reschedule your preliminary exam P, FM, IFM, SRM, or STAM the quickest and easiest way is to do it online, which is available 24 hours a day, seven days a week. Go to

the Prometric site and use the reschedule function. Rescheduling may result in a fee paid directly to Prometric. For further assistance, contact the Prometric Customer Service Center.

- Rescheduling the Spring/Fall PA, FSA, ERM, LTAM, and EA exams is not recommended after the close of appointment scheduling has been done. *Due to the nature of the Spring/Fall FSA, ERM, LTAM, EA and PA Exams, and Prometric's need for preparing and testing machines prior to the exam window, appointment scheduling will close. Please see your confirmation receipt for the last day to schedule an appointment for your exam.*
- Candidates may only reschedule an appointment within the same testing window. For example, if you are registered for exam P in January, you must reschedule an appointment within the January testing window. You will not be able to reschedule for the next exam P administration in a different month.

Cancellation/Reschedule Period	Fee
Reschedule 30 or more days before appointment date	None
Reschedule 2-29 days before appointment date	\$70
Cancellation or Failing to appear at appointment on time	Forfeiture of exam fee

- When a test center is closed due to weather-related issues or events outside of the test administrator's control, you will be contacted by the Prometric Candidate Care Team within 48-72 hours to reschedule your appointment.
- Be sure to arrive at the testing center at least 30 minutes in advance of your appointment – take into consideration traffic, weather, transportation means, etc. If you arrive exactly when the test is to begin, or later, you may not be allowed in to take the test, forfeiting your appointment.

Appointment Duration vs. Exam Time

The appointment duration includes the time for you to review a pre-exam tutorial as well as a brief post-exam survey, in addition to the exam time. The exam time varies by exam and that information can be found on the exams home page and in the first paragraph of the specific exam's syllabus.

All CBT Exam Appointment Durations

Pre-exam Tutorial	Approximately 12 minutes
Exam Time	Varies by exam. It can be found on the first paragraph of the specific exam's syllabus.
Post-exam Survey	Approximately 15 minutes

Preliminary/Instant Test results will appear after the post-exam survey, except for FSA, ERM, LTAM, EA and PA exams. A diagnostic representation is provided if the result shows you were unsuccessful in achieving the passing score except for FSA, ERM, LTAM, EA and PA exams.

(Note: exams that have recently been changed, the Preliminary/Instant Test Results and the Diagnostic Representation are suspended for a few exam sessions since post-exam analysis will be required by the examination committee. Instead, results will be released on the SOA website approximately 8 weeks after each testing window ends.)

- When you arrive at the testing center, be prepared for enhanced security check-in.
- You can only bring the approved calculators listed on the SOA website.
- All SOA Exam candidates must use the pencils, erasers, and scratch paper(52-page unlined green scratch paper or something similar) provided at the Prometric testing center – you cannot bring your own. If you need more than what is normally given, ask the test administrator. Used scratch paper must be turned in to the TCF before you receive more scratch paper so you should manage your work to ensure that you do not need to turn in a scratch booklet with a problem in progress.
- Exam Candidates taking either exam LTAM or QFIQF will also receive a written answer booklet to use to answer the exam questions for the written answer part of these exams.
- Only a limited amount of possessions are allowed in the room – please check Prometric's website to verify.

Exam Language Options

**C.B.T. Preliminary Exams P, FM, IFM, SRM, STAM
English or French. Please select carefully.**

- English is the only language option outside of Canada.
- Candidates taking their exam in Canada will have the bilingual options of English or French language.

If English is selected the entire testing experience is in the English language.

If French is selected, the candidate sees a split screen (English on the left-hand side/French on the right-hand side). The Tutorial and the Final Score Report are entirely in French. The examination portion is completely in English with the navigation ability to select a French translation of the exam question by clicking on a button titled "**French**".

C.B.T. Spring/Fall Exam PA

The PA exam is primarily in English with the ability to see the tutorial, and project statement in French by clicking on a button labeled "**French**".

C.B.T. Spring/Fall Exams LTAM, FSA, and ERM

The LTAM, PA, FSA, ERM and EA Exams, when you access the exam, it will be in English. There will be a **button** on the screen titled "**French**" to view the same page in French. The ability to see and use the "**French**" button to see the exam question in French is offered globally for the Spring/Fall exams, except for the exams that are U.S. nation specific.

C.B.T. Spring/Fall EA Exams are only offered in English.

Prometric Test Center Atmosphere

- Dress comfortable for the exam. As test room temperatures and personal comfort zones vary, it is recommended that you bring a sweater or jacket to the sessions.

Complaints

- What to do during and/or after the exam:
 - It is highly suggested to document technical issues with your testing center by speaking immediately with a TCF Staff working at that testing center.
 - If you experience any occurrences at the center, [register a complaint with Prometric](#). You will receive a reference number for the complaint, and a response within 48 business hours. If the issue can be resolved on a call, please proceed to call the [Prometric Customer Service Center](#).
- If you have any questions about how you can find answers on reporting a technical issue to the SOA you can find them [here](#).