



Subscription Program Frequently Asked Questions

Question: How long is my subscription valid?

Answer: Your subscription is valid for 12 months from the date of the subscription purchase and invoice.
Webcast subscription - For example, if you placed your webcast subscription on February 15, 2021, it is valid until February 15, 2022, or until all the coupons have been used – whichever comes first.

Recording Library subscription – Subscription is valid for one year from date purchase.

Question: Please clarify the number of credentialed actuaries referenced in Subscription Program literature. Does the number refer to the number of participants we expect to have in a year or the number of actuaries within the organization?

Answer: That is the number of SOA credentialed actuaries at your organization.

Webcast subscription - There is no limit on the number of employees you can have view a particular webcast within your subscription package.

Recording Library subscription – With an employer purchase all employees that are linked to the employer in the SOA’s database will have free access to an unlimited number of recordings of their choosing during the corporate subscription period. When registering multiple locations, the total number of SOA credentialed actuaries includes all locations included on the subscription.

Question: Does the designated contact person have to be a SOA member, or can it be someone else at the company, such as an administrative assistant?

Answer: The designated person does not need to be a SOA member. However, the designated person does need to have an account with the SOA. If they do not have one, they can create one by going to SOA.org, My SOA and Create an Account.

Question: Will we be invoiced for payment after the subscription order form has been submitted?

Answer: Yes, once the completed form is received, an order will be placed for the subscription.

Webcast subscription – Orders are created under the name of the person indicated on the form. Once the order is placed, that person will receive a confirmation via email with the payment invoice. The email will provide further instructions for ordering individual webcasts along with the coupon code to enter at checkout.

Recording library – Orders will be placed on the company record. The designated person will receive the invoice and will be responsible for making the payment on behalf of the company.

Question: When is payment for my subscription package due?

Answer: Payment is due upon receipt of the invoice. Payment information is provided in the confirmation email. If using the on-line services, payment is due at the time the order is placed.

Question: Can anyone at the organization use the subscription coupon(s) to place an order for a webcast?

Answer: **Webcast subscription** - No, only the designated person under whom the subscription order is placed can use the coupon to place orders under the subscription. The coupon is linked

specifically to the person as a representative of your company. The coupon issued is linked to that person to track coupon use.

Recording library – Coupons are not used for the Recording Library Subscription.

Question: When ordering a webcast series, is one coupon used for the whole series or it is one coupon per webcast in the series?

Answer: **Webcast subscription** - One coupon is applied to each webcast series. Your webcast subscription pricing includes all three webcasts in a particular series.

Recording library – Coupons are not used for the Recording Library Subscription

Question: My employer purchased the Recording Library for our organization. Do we all need to view the same recordings?

Answer: **Recording library** – Upon activation each employee will have access to the library and will be able to select their own recordings.

Question: Can more than one office place an order for a subscription?

Answer: **Webcast subscription** - Yes, it would be fine for 2 different offices to order a subscription if the order is placed under a different person. Each location would need to identify a designated person as the contact person for their respective webcast subscription purchase. The confirmation email with the invoice will provide additional instructions, along with the coupon code for ordering individual webcasts. To track coupon use, the coupon code is linked to the person under whom the subscription order is placed and will not work for anyone else.

Recording library – Yes, library access will be available to employees who have an employment relationship linked to one of the locations identified on the purchasing employer's subscription.

Question: Does the webcast subscription program system automatically track the number of webcasts each time you register?

Answer: **Webcast subscription** - Yes, the system does keep track of the number of coupons used and will stop when you exceed your allotted number. It's your responsibility to keep track of the number of coupons used.

Question: What if we use all the coupons in less than 12 months? Can we order another webcast subscription?

Answer: **Webcast subscription** - Yes, you can order another webcast subscription by completing a new application form for an additional 12-month period.

Question: How will participation details be distributed? Would each participant be able to register individually or does a designated person from my team have to register and rebroadcast to my organization?

Answer: **Webcast subscription** with a group purchase for a webcast, a new feature is being introduced to offer viewers the opportunity to fully engage with the platform and the webcast. Each viewer will be able to log in to the webcast platform. They will be able to download handouts, participate in polling, ask questions to the presenters, complete their own evaluations, and will receive access to the recording.

For viewers to access the webcast, we will pass along a complimentary registration link to the organizer who purchases the initial webcast at the group rate. The organizer can continue to broadcast the webcast using their own technology as they do now, or they can share the complimentary link with internal staff and ask them to register themselves. As an organizer, both options are available to you, you do not have to select one or the other, you can do both! If viewers do not have a profile in our

system, they can create themselves as a first-time user. People do not have to be a member to have an account in our database.

Recording library – As long as you are linked to the purchasing company or one of their identified locations, each employee will be able to select their own recordings once they access the library.

Question: Do you have a list of the webinars we can choose from or are there only select webcasts available through the Webcast Subscription Program?

Answer: **Webcast subscription** - The SOA Webcast Subscription Program allows you to choose from any of our wide range of webcasts. We are continually developing and adding even more options to the SOA website. We recommend checking the SOA calendar periodically to see what new offerings we have available.

Recording library – The Recording Library contains a list of webcast and meeting session recordings that are available.

Question: Are we able to choose any webinar from the professional catalog or is it a subset of the catalog?

Answer: **Webcast subscription** - You may select from any webinar currently available where a group registration option with broadcasting option is available.

Recording library – participants will have access to all recordings in the library.

Question: Do we need to provide our program's account login to access webcast recordings or can anyone within our organization access them?

Answer: **Webcast subscription** - Individual registered viewers will receive access to the recordings within 7-10 days following the live webcast. The recordings will be downloadable so the individual can save them. We trust that the recordings will not be shared with others outside your organization.

Recording library – Employees whose company has purchased the library, can access the library by logging into their account at MY SOA. If they do not have an account, they can create one by going to SOA.org, My SOA and Create an Account. You do not need to be a member to create an account in the system.

Question: Why has the group rate increased significantly compared to previous years?

Answer: **Webcast subscription** - With the introduction of the new Webcast Subscription Program, the group pricing structure on individual webcasts was changed to align with the new program. Additionally, to accommodate this change, the decision was made to reduce the price on webcasts for individual purchases.