

## Top Inquiries Society of Actuaries Candidates Need to Know

- 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 you exam, and the date of your exam (such as getting married), make sure your ID has been updated – if you need to change your name with the SOA, please contact Customer Service before 48 hours of your scheduled exam
- When scheduling an exam, if your name has less than 4 characters, make sure to hit the space bar enough times to make it 4 characters
- If you do not receive your emailed Letter of Confirmation from the SOA after 5 business days, contact Customer Service immediately
- If you do not receive a confirmation email from Prometric within 24 hours after scheduling an appointment, contact Prometric
- Look for available seats at Prometric testing centers within a 100 mile radius of your location
- If there are no available seats in your region, keep checking the Prometric website as seating is fluid and a spot may open up – only contact SOA when there are a few days left before the start of the exam window
- If you wish to reschedule your exam, you can do that by clicking on “Reschedule/Cancel My Test” on Prometric’s website. Follow the steps to reschedule and click on “I want to reschedule my appointment.” **If you click on “I want to cancel my appointment” you will lose your appointment and forfeit your exam fee.**
  - If you reschedule your exam appointment within 30 days of your appointment, there is a \$50.00 Prometric rescheduling fee.

- You may only reschedule within the same exam window if there is more than 48 hours until your appointment, and if there are seats available. You cannot reschedule to another exam session in a different month.
- 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\*
- Please make sure you have proper valid and **non-expired** government-issued identification with you – that includes your name, photo, and signature\*
- 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\*
- You must use the pencils, erasers, and scratch paper provided at the 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
- Only a limited amount of possessions are allowed in the room – please check Prometric’s website to verify\*
- 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 regarding any doubts or concerns, contact Customer Service at customerservice@soa.org with reasonable time before your exam date

\*Please click for more detailed information