



## Notice to Canadian Candidates Regarding Prometric Scheduling for Fall 2020 SOA Exams

Dear SOA Candidates in Canada:

We are reaching out today to keep you informed regarding available seats at Prometric test centers in Canada for the Oct/Nov FSA exams. We appreciate that many of you are doing as we asked and trying to schedule your appointments early. However, we recognize that some of you have had challenges when attempting to do so, and we want you to be aware that the SOA arranged with Prometric months ago to have sufficient seats available for the fall exams in Canada. The seats are there but we realize some of you are having difficulty accessing and reserving them.

The current difficulty stems from two things. First, some Canadian Prometric test centers are closed due to local restrictions and some are closed because they are located in areas that are unavailable for other reasons, such as university campus closures. Seat availability is normally based on the current resumption date of the testing location and universities reserve the right to remain closed based on local restrictions. Second, due to the reduced capacity currently available at open Prometric centers, these open locations are filling quickly.

We have been in daily contact with Prometric for the past week to resolve the issue and we are confident that we and Prometric can deliver on a commitment to provide the seats needed to meet Canadian exam volumes. Prometric will take all possible steps to meet candidate seat requirements by working on solutions to meet demand while adhering to local guidelines. Prometric is opening and reserving seats for SOA candidates in Canada on a daily basis. Please continue to monitor availability as seats are added in the coming days.

We appreciate your patience as we work to get this resolved.

Kathy Husak  
Manager, Exam Administration  
Society of Actuaries