FAP Modules
Frequently Asked Questions (FAQ)
Updated: April 27, 2015

Q: How much does it cost to complete the entire Fundamentals of Actuarial Practice (FAP) course?
A: The overall cost of the course is $2,100. All prices are in US dollars. See below for the fee breakdown:

<table>
<thead>
<tr>
<th>Component</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>FAP Modules 1-8</td>
<td>$300</td>
</tr>
<tr>
<td>Interim Assessment</td>
<td>$600</td>
</tr>
<tr>
<td>Final Assessment</td>
<td>$1,200</td>
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<tr>
<td>Assessment Retakes</td>
<td>$500</td>
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</tbody>
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Q: Are there any prerequisites to the FAP course?
A: No. Candidates may register before earning credit for the preliminary examinations. However, many candidates will find it helpful to complete the preliminary examinations prior to reaching FAP module 5.

Q: How do I register for FAP?
A: Candidates can register online for each of the FAP components. **Online registration is processed immediately.** Candidates can also fill out an application and fax it to the number indicated on the form. Faxed applications will be processed within 10 working days of receipt. You will have access to the modules immediately after receiving confirmation that your application has been processed.

Q: Why can’t I see my recent module purchase?
A: Your e-Learning session may be in cache mode. To generate a new session, login to the e-Learning system and logout by selecting the “Logout” button on the gray toolbar. Upon your next login you should be able to view all recent module purchases.

Q: Why does my course look different than my friend’s?
A: As of April 27, 2015, all new e-Learning registrants will access their online course(s) through a different online system. The content is exactly the same as for those who registered prior to this date.

Q: Is there a detailed syllabus available?
A: A detailed syllabus is not available. The complete listing of the **FAP required textbooks** is posted on the SOA website. A complete list of readings (books, articles, etc.)
by module is on the e-Learning website under “Resources.” Candidates will also be
directed via the online screens to the readings corresponding to the module section.

Q: Do I have to buy the books or does the SOA provide them?
A: The SOA does not supply the textbooks. Candidates may refer to online book
distributors for purchase.

Q: How long do I have to complete the entire FAP course?
A: Candidates have 24 months from the date of purchase to complete the course. Course
completion includes passing both the Interim and Final Assessments. Candidates who do
not complete the course within this timeframe may apply for a one-time, one-year
extension via hard copy application at FAP extension application. Extensions cannot be
purchased through online registration. Applications will be processed within 10 business
days of receipt.

Q: Can I register for an extension online?
A: No. To purchase an extension, candidates must complete an FAP extension
application.

Q: When does my extension begin and end?
A: Regardless of the date the extension is purchased, the extension period begins from
the date of original purchase expiration. Thus the final expiration date is 36 months from
the date of the initial purchase. For example, assume the original registration was made
on January 31, 2012, expiring on January 31, 2014. If the extension is purchased in July
2014, the expiration date of the extension will be January 31, 2015, which is 36 months
from the original purchase date.

Q: Do I need to file for an extension to complete my Final Assessment (FA)?
A: If you plan to submit your Final Assessment after the course expiration date, you will
need to apply for an extension. If you submit your Final Assessment prior to the
expiration date, no action is required until you receive your result. If you pass, and have
credit for all of the modules, you will no longer need access to the course and no
extension is required. If you do not pass, you will need to apply for the extension in
order to retake the Final Assessment. The Final Assessment is a part of the overall
course, and thus, you must have course access to attempt the Final Assessment.

Q: What happens if I do not finish the course within the extension period?
A: If you do not have credit for all of the modules, you will need to repurchase the course
to complete those modules. If you have credit for all modules and have submitted an
Interim Assessment (IA) or a Final Assessment (FA), and it is pending grading, it will
Still be graded after your course access expires. The result of that grading will determine your next steps. In cases 1, 2 or 4 below, you will have a full 24 months to complete the elements listed.

1) If your IA receives a passing grade, you will then need to re-register for the course, Modules 6-8 only. Do not register online, as this will not allow you to begin in the correct spot. Please use the application at http://www.soa.org/files/pdf/edu-fap-modules-application-cand.pdf to register. Please allow 10 business days for your application to be processed. You will then need to resubmit end-of-module exercises for both Modules 6 & 7. You can then register for the FA.

2) If your IA is not submitted, or receives a failing grade, you will then need to re-register for the full FAP course, and resubmit all end-of-module exercises. You will also need to register to re-take the IA. You would then progress through the course normally.

3) If your FA receives a passing grade, no further action is necessary. All required elements are complete.

4) If your FA is not completed, or receives a failing grade, you will then need to re-register for the course, Modules 6-8 only. Do not register online, as this will not allow you to begin in the correct spot. Please use the application at http://www.soa.org/files/pdf/edu-fap-modules-application-cand.pdf to register. You will then need to resubmit end-of-module exercises for both Modules 6 & 7. You can then register for the retake for the FA.

Q: Will FAP expiration affect my FSA module access?
A: No. The expiration date of the FAP course is based upon the purchase date of FAP. The expiration date of the FSA modules is based upon the purchase date of the FSA modules.

Q: How do I request a refund for the FAP Course?
A: Applicants may cancel their FAP registration before logging into the course by doing either of the following:

- Go to www.soa.org, click on “My Account” and select order history. Log in, choose the order you wish to cancel from your order summary, click the request cancellation button, and complete the form to submit your request.
- E-mail a request to customerservice@soa.org and specify “FAP course”.

The SOA will refund the registration fee, minus a cancellation fee of $100 (U.S.). You will receive your refund (less the administration fee) in 2-4 weeks, in the manner in which the original payment was made.
- No refunds will be considered for the applicants who fail to correctly cancel online, or send a written or e-mailed cancellation request and do not specify “FAP course”.
- No refunds will be issued for any candidate who has logged in to the FAP course for any reason.

Q: How do I determine the expiration date of my purchase?
A: To determine when your e-Learning access will expire, login to the SOA Web site and select “View My Account” to view order history and date of purchase.

Alternately, you can review your home screen within the e-Learning system. The expiration date is listed in the “Available Until” column.

Interim and Final Assessments must be completed within the course timeframe.

Q: Why does my Module 5 or Module 8 credit not appear on my transcript?
A: It is likely that you were working in cache mode at the time that you were working in that module, which is why it did not update correctly. Credit for Module 5 will be updated within the next cycle after receiving a passing grade on the IA. Credit for Module 8 will be updated within the next cycle after passing the FA. To prevent this issue in the future, be sure to always use the “Logout” button in the gray bar at the top of the screen every time you leave the e-Learning system. This will ensure that you are always opening a new session.

Q: What if I experience technical problems on the SOA e-Learning Web site?
A: Call e-Learning Technical Support (available 24/7) at 1-800-716-2094 (United States/Canada) or 1-512-558-7557 (International).

Q: What if I have questions about module content?
A: Post your question on the e-Learning Community to discuss with your fellow candidates.

Q: What if I believe I have found an error in the module content?
A: Submit the module, section and page number and a description of the error to elearn@soa.org for review.

Q: How is the SOA addressing plagiarism in the e-Learning courses?
A: While the overall percentage of candidates who plagiarize throughout the e-Learning system remains low, the SOA maintains the integrity of the ASA and FSA designation by using several sophisticated anti-plagiarism mechanisms. Any evidence that the work
submitted is not the candidate’s own automatically results in the submission being failed
and may lead to disciplinary action ranging from one year to a lifetime ban. All FAP and
FSA End-of-Module Exercises and assessments are checked for evidence of plagiarism,
improper collaboration and collusion.

Q: What disciplinary action will the SOA take if a candidate is found in violation of the
Terms and Conditions Agreement for e-Learning Candidates?
A: Disciplinary actions can be taken by the SOA at anytime, even if a candidate has
already completed an e-Learning course, module and/or assessments and has obtained the
ASA or FSA credential. A designation earned under false pretenses will be revoked. In
the event a designation is removed, the name of the candidate may be posted on the SOA
website.

Q: Where can I report a possible violation?
A: The SOA has an official process to report rule infractions. Candidates who are aware
of any infractions are encouraged to fill out the SOA Infraction Report Form. If a
candidate suspects another candidate has violated the SOA Terms and Conditions
Agreement for e-Learning Candidates they are encouraged to fill out the infraction report
form and submit it anonymously to the SOA.

**FAP Interim Assessment**

Q: What is the FAP Interim Assessment?
A: The Interim Assessment is designed to assess understanding and application of key
concepts in Modules 1-5. The Interim Assessment helps candidates prepare successfully
for the Final Assessment and is available on demand. Candidates will have access to the
Interim Assessment after completing the required modules, exercises and after their
registration has been processed.

Q: What is the format of the FAP Interim Assessment?
A: The Interim Assessment is comprised of 12-16 questions, with a time estimate of 30-
60 minutes per question. Candidates will submit their work in Word and Excel files.
Candidates must submit their answers in the template provided. If the template is not
used, the assessment will be failed and the candidate will need to re-purchase and re-take
the assessment. No exceptions will be made.

Q: When can I register for the Interim Assessment?
A: Candidates can register for the Interim Assessment in advance. Candidates are
counted to register for the IA while they are working on Module 5. If a candidate is
not eligible to take the Interim Assessment, a message will be displayed upon login.
listing any outstanding End-of-Module exercises. If a candidate is eligible to take the Interim Assessment, immediate access will be granted upon login.

**Online registration is processed immediately.** Candidates can also fill out an application and fax it to the number indicated on the form or email to customerservice@soa.org. Faxed and emailed applications will be processed within 10 working days of receipt.

Q: How long do I have to complete the Interim Assessment?
A: Candidates have 30 days to complete the Interim Assessment after downloading the materials. If candidates do not complete the Interim Assessment in the time allotted, they will not have met minimum requirements and will need to reregister and submit the appropriate fees. No exceptions will be made.

The Interim Assessment is a part of the overall course, and thus, you must have course access to upload the Interim Assessment. Candidates who download the Interim Assessment less than 30 days before the course expires will not have the full 30 days to complete the Interim Assessment.

Q: Why did I not receive my Interim Assessment login information?
A: As of April 21, 2015, the use of subordinate logins for the Interim Assessment was discontinued. Candidates may begin the assessment immediately upon completion of the order.

Q: When does my personal Interim Assessment clock start?
A: The assessment clock begins once a candidate reaches the download page, and several warnings will be issued in advance of that happening. Candidates may read the instructions and FAQs prior to beginning their assessment clock.

Q: Can I take the Final Assessment before taking the Interim Assessment?
A: No. Candidates need to have met minimum requirements on the Interim Assessment before being able to gain access to the Final Assessment.

Q: Why is the template locked for editing?
A: See below for several reasons why the template is locked.

1. You are using an older version of Word. The template is only compatible with versions of Word 2003 and later. If you are using an older version of Word, save the file in Word 2003 or later to alleviate the issue.
2. You have an issue with a temp file that is locking the .doc file you are trying to edit, resulting in your document being in ‘read only’ mode. It’s also possible that your Normal.dot template file for your Microsoft Word application has a temp file associated with it and is locking the .dot.

To alleviate either of the locking issues, locate the temp file (usually preceded by a ~ symbol) and delete it to release the lock. Or, for the purpose of continuing your work as soon as possible, you can simply use a different computer. Keep in mind that if you are using the same .doc saved to a flash drive you may be bringing the file lock issue with you. To avoid this, re-download the template directly to another computer.

Q: I think I uploaded the wrong file. Can I email in the correct one?
A: Once files are uploaded, they cannot be changed. It is important that you verify that you are uploading the final version of your work, and not a draft or blank template. Submitting a draft or blank template will result in a failing grade and you will be required to register for the retake.

Q: How is the Interim Assessment graded?
A: Candidates will complete the Interim Assessment under controlled conditions with formal grading. All submitted Interim Assessments are graded as meets (pass) or does not meet (fail) minimum requirements. All submissions graded as not meeting minimum requirements have been assessed as such by two independent graders. All grades are final.

Q: When will I receive my Interim Assessment results?
A: Candidates should expect to receive their results approximately seven weeks after submission. Interim Assessments are graded in the order in which they are submitted. Some submissions are graded by more than one grader and this will naturally extend the process. Queue time is determined by the number of papers in the queue, as well as the availability of our volunteer graders. Results will be emailed to candidates immediately upon completion of grading. Results will also be displayed on your Interim Assessment screen upon login. Credit will be posted to a candidate’s online transcript within approximately 24-48 hours after the grade is finalized.

Q: What happens if my Interim Assessment does not meet minimum requirements?
A: You will need to register to retake the Interim Assessment by registering online or submitting the appropriate registration form.

Q: Do I have to wait to receive my Interim Assessment results before accessing Module 6?
A: No. Candidates will have access to Module 6 immediately upon submission of their Interim Assessment.

Q: Do I need a supervisor for the Interim Assessment?
A: There is no supervisor involvement needed for the Interim Assessment. The candidate will attest that the work submitted is his/her own and that he/she has not distributed any materials.

Q: What happens if the SOA e-Learning website is not available when I need to upload my Interim Assessment files?
A: During planned system outages (i.e., system maintenance, etc.), the candidate is solely responsible for scheduling the download and upload of the Interim Assessment so that it does not conflict with the planned outage. Consequently, candidates who do not upload their Interim Assessment within the 30 day time frame due to the planned outage will be graded as “Does Not Meet Minimum Requirements.” Candidates will then be required to re-register and retake the Interim Assessment. All planned outage schedules are posted in advance in the News portion of the e-Learning website.

In the event the e-Learning system is not available due to an unscheduled outage, thereby preventing candidates from uploading their Interim Assessment files, please contact elearn@soa.org.

Q: Am I allowed to discuss the Interim Assessment with others?
A: No. Work on the Interim Assessment must be entirely your own. You may not discuss the assessment with anyone. This includes, but is not limited to, discussing the Interim Assessment on the FAP Community or other forums or at work or with a study group. Your final submitted files must be your work and your work only. You may not distribute any Interim Assessment materials including instructions, questions, your solutions, etc., to anyone else. You are strictly prohibited from having another person(s) write, review or edit your solution. You are strictly prohibited from plagiarizing or copying another person’s work. Failing to adhere to the e-Learning Terms and Conditions Agreement for e-Learning Candidates, to which you agreed, subjects you to disciplinary action.

Q: Why did I not get the same version of the Interim Assessment for my retake? (also: Why did I not get the same version of the Interim Assessment as my friend did since we downloaded on the same day?)
A: All candidates receive the version of the assessment that is current for the version of the course registered as of the date of registration for that specific attempt. It may be the same or it may be different than what was completed previously.
Q: How do I request a refund for the Interim Assessment?
A: Interim Assessment applicants may cancel their Interim Assessment registration before logging into the Interim Assessment by doing either of the following:
  o Go to www.soa.org, click on “My Account” and select order history. Log in, choose the order you wish to cancel from your order summary, click the request cancellation button, and complete the form to submit your request.
  o E-mail a request to customerservice@soa.org and specify “Interim Assessment”.

- The SOA will refund the registration fee, minus a cancellation fee of $100 (U.S.). You will receive your refund (less the administration fee) in 2-4 weeks, in the manner in which the original payment was made.
- No refunds will be considered for the Interim Assessment applicants who fail to correctly cancel online, or send a written or e-mailed cancellation request and do not specify “Interim Assessment”.
- If candidates do not submit their Assessment within the 30 day timeframe, the Assessment will NOT be accepted and a refund will not be issued.

FAP Final Assessment

Q: What is the FAP Final Assessment?
A: The FAP Final Assessment is a comprehensive exercise available at the end of Module 8 to candidates who have completed all required modules of FAP. The Assessment covers material in Modules 6-8. Note, however, that Modules 6-8 build upon Modules 1-5. Eligible candidates will have access to the Final Assessment once they complete Module 8. Candidates have 96 hours to complete and submit their Assessment. The Final Assessment is designed for a level of candidate effort of approximately 25 hours. If a candidate does not submit his Assessment within the 96-hour timeframe, that Assessment will NOT be accepted and will need to register to take the Final Assessment again and submit appropriate fees. There will be no refunds.

Q: Is the Final Assessment held on a specific date?
A: The Final Assessment is available on demand; candidates may take it when they qualify for it, after their registration has been processed.

Q: How do I know if I am eligible for the Final Assessment?
A: Candidates will be able to check their eligibility online.

These eligibility requirements include:
- Candidate has completed all required modules (1-8, or 6-8, depending on current credit)
- Candidate has submitted all End-of-Module exercises for all required modules.
• Candidate has self-assessed as having met the minimum requirements for all exercises prior to taking the Final Assessment.
• Candidates whose exercises are self-assessed as not meeting minimum requirements before taking the Final Assessment must resubmit a new exercise before being allowed access to the Final Assessment.
• Formal grading results on the transcript are not required
• Candidate has successfully completed the Interim Assessment

Q: When can I register for the Final Assessment?
A: Candidates may register for the Final Assessment at any time by registering online or filling out an application and faxing to the number on the form, or email to customerservice@soa.org. Faxed and emailed applications will be processed within 10 working days of receipt. Candidates are encouraged to register while working on Module 8.

Online registration is processed immediately. You will have access to the Final Assessment immediately after receiving confirmation that your application has been processed.

Q: Can I take the Final Assessment prior to taking the Interim Assessment?
A: No. Candidates must have met minimum requirements on the Interim Assessment prior to being granted access to the Final Assessment.

The Final Assessment must be completed within the timeframe of the course registration.

Q: Why did I not receive my Final Assessment login information?
A: As of April 21, 2015, the use of subordinate logins for the Final Assessment was discontinued. Candidates may begin the assessment immediately upon completion of the order.

Q: How do I complete the Final Assessment?
A: The following instructions are also provided on the assessment screens:

Step 1: Download the files in the presence of your supervisor.
Step 2: Have your supervisor attest that your download of files was successful.
Step 3: Complete the Final Assessment by doing the following:
   1. Read all materials.
   2. Complete the tasks assigned to you. Use the solutions completed by your fictional assistant to help guide you.
   3. Review your work.
Step 4: Attach all of your Final Assessment files in the presence of your supervisor and submit for grading.
Step 5: Have your supervisor confirm your upload and confidentiality prior to submission.

Q: Why is the template locked for editing?
A: See below for several reasons why the template is locked.

1. You are using an older version of Word. The template is only compatible with versions of Word 2003 and later. If you are using an older version of Word, save the file in Word 2003 or 2007 to alleviate the issue.
2. You have an issue with a temp file that is locking the .doc file you are trying to edit, resulting in your document being in ‘read only’ mode. It’s also possible that your Normal.dot template file for your Microsoft Word application has a temp file associated with it and is locking the .dot.

To alleviate either of the locking issues, locate the temp file (usually preceded by a ~ symbol) and delete it to release the lock. Or, for the purpose of continuing your work as soon as possible, you can simply use a different computer. Keep in mind that if using the same .doc saved to a flash drive you may be bringing the file lock issue with you. To avoid this, re-download the template directly to another computer.

Q: How long do I have to complete the Final Assessment?
A: The Final Assessment must be uploaded within 96 hours. Candidates may login, read the instructions and FAQs prior to beginning their assessment clock. The clock does not begin until a candidate reaches the download page. Several warnings will be issued in advance of that happening.

The Final Assessment must be uploaded prior to course expiration, regardless of the time left on the clock. For example, if a candidate downloads the FA on January 29, with a course expiration of January 31, the FA must be uploaded by 11:59 pm Eastern Time, US on January 31. Although the FA clock will still show more time is left, a candidate MUST have course access to upload the FA.

Q: When does the Final Assessment clock start?
A: The clock will begin when you access a screen entitled Download Page. You will receive a warning several times before activating the assessment clock.

Q: Do I need to install any third-party software to run the Final Assessment?
A: No. The Final Assessment is entirely run through the existing SOA e-Learning website.

Microsoft Word and Microsoft Excel are required to submit the final deliverables.
Q: What is the role of the supervisor?
A: Supervisors do not need to be present during the 96 hour time frame but are expected to do the following:
  • Supervisors must be present during the download of Final Assessment materials to verify success of the download.
  • Supervisors must be present during the upload of the Final Assessment submission to verify success of the uploaded documents.
  • Supervisors must electronically attest 1) to successful transmission of materials, that to the best of the supervisor’s knowledge, the completed submission represents the candidate’s work, and 2) that the candidate has not distributed the assessment materials to anyone.

Q: Will my supervisor receive a separate set of instructions?
A: No. Supervisors will be directed via the online screens how to proceed once the candidate accesses the Final Assessment.

Q: Who can serve as my Final Assessment supervisor?
A: The supervisor must be an FSA (in good standing). If an FSA is not available, other acceptable designations would be: FCAS, FCIA, FFA, FIA, FIAA, FSPA. If no Fellow is available, a high-ranking member of management who is not able to sit for exams, such as Vice President of Human Resources, or a university professor may also serve.

Supervisors may not be a relative of the candidate or reside at the same address.

Q: How do I change my supervisor?
A: Submit your new supervisor’s name, title and contact information to customerservice@soa.org.

Q: My supervisor is not able to supervise the upload of my files. Can I have another supervisor step in?
A: Yes. Candidates may have different supervisors for either the download or upload. You must notify the SOA regarding any supervisor changes by sending an email to customerservice@soa.org.

Q: Can my supervisor just email me the Final Assessment files?
A: No. Candidates must log in and agree to the Final Assessment Terms and Conditions.
Q: What happens if I don’t complete the Final Assessment within 96 hours?
A: To receive credit, you will need to register to take the assessment again and submit the appropriate fees.

Q: What happens if the SOA e-Learning website is not available when I need to upload my Final Assessment files?
A: During planned system outages (i.e., system maintenance, module rollouts or updates, etc.), the candidate is solely responsible for scheduling the download and upload of the Final Assessment so that it does not conflict with the planned outage. Consequently, candidates who do not upload their Final Assessment within 96 hours due to the planned outage will be graded as “Does Not Meet Minimum Requirements.” Candidates will then be required to re-register and retake the Final Assessment. No exceptions will be made. All planned outage schedules are posted in advance in the News portion of the e-Learning Web site.

In the event the e-Learning system is not available due to an unscheduled outage thereby preventing candidates from uploading their Final Assessment files within 96 hours, please contact elearn@soa.org.

Q: How long will it take me to complete the Final Assessment?
A: The assessment has been designed so that a well-prepared candidate – one who has learned the key concepts, completed all FAP case studies and module exercises – will spend approximately 25 hours completing assignments. Twenty-Five hours is an estimate based on the experience of candidates, to date. Actual time will vary depending on candidate experience, expertise, working style, etc.

Q: How do I know how much time is officially remaining before I need to submit my Final Assessment?
A: A personal assessment clock is accessible on the Working Page and can be refreshed at any time during the 96-hour period.

Q: Can I access the assignment tasks and supporting spreadsheets at anytime during the Final Assessment?
A: Yes. You can access the assignment tasks, solution files and supporting spreadsheets at any time from the Working Page.

Q: Can I discuss the Final Assessment with someone else?
A: Yes, you may discuss the assessment (tasks/solutions/Excel files) with an ASA, FSA, or other FAP candidates via the FAP Community or at work or with a study group. However, your final submitted files MUST be your work and your work only. Having another person(s) write your solutions, plagiarizing or copying another person’s work
model solutions is strictly prohibited. Failing to adhere to the SOA Terms and Conditions Agreement for e-Learning Candidates to which you agreed to upon registration subjects you to disciplinary action ranging from one year to a lifetime ban.

Q: Why did I not get the same version of the FA for my retake? (also: Why did I not get the same version of the FA as my friend did, since we downloaded on the same day?)
A: All candidates receive the version of the assessment that is current for the version of the course registered as of the date of registration for that specific attempt. It may be the same, or it may be different than what was completed previously.

Q: Can I work on my Final Assessment from more than one computer?
A: Yes, the Final Assessment is designed to allow you to work from any location. Make sure your final submission files are on the computer from which you will upload in the presence of your supervisor.

Q: Can I share any of the Final Assessment materials or my solution files with a colleague?
A: No. The files are strictly confidential and cannot be shared.

Q: How will my Final Assessment be graded?
A: All Final Assessment submissions will be graded. All submissions graded as not meeting minimum requirements have been assessed as such by two independent graders. The results of the FAP Final Assessment will be released to the candidate approximately seven weeks after submitting the Final Assessment. All grades are final.

Q: What is the pass rate of the assessments?
A: The assessment pass rates fluctuate over time due to the periodic release of new assessments. On average the pass rates are between 65%-75%.

Q: When will I receive my Final Assessment results?
A: Results will be available within approximately seven weeks after a candidate has submitted their Final Assessment materials. Queue time is determined by the number of papers in the queue, as well as the availability of our volunteer graders. Results will be sent via e-mail. Credit will be posted to the online transcript within 24 - 48 hours of passing the assessment.

Q: I did not receive my Final Assessment results email, what should I do?
A: Due to technical reasons beyond our control, some candidates may not receive emails from the e-Learning system. In such cases, candidates may also return to the Final Assessment page where Assessment results are displayed or refer to their Online Transcript. You may also email elearn@soa.org to receive another copy of the result.

Q: Why did my colleague receive his results before me?
A: Final Assessments are graded in the order in which they are submitted. Some submissions are graded by more than one grader and this will naturally extend the process. As previously indicated, all candidates should allow approximately seven weeks for their Final Assessments to be graded before contacting the SOA about their results.

Q: What happens if my assessment does not meet minimum requirements?
A: You will need to register to retake the Final Assessment by registering online or submitting the appropriate registration form.

**Online registration is processed immediately.** Faxed or emailed applications will be processed within 10 working days of receipt. You will have access to the FA immediately after receiving confirmation that your application has been processed.

Q: Is feedback available for my failed Final Assessment submissions?
A: Candidates who submit and fail the Final Assessment two times may, for a fee, request detailed feedback regarding their work on the most recent submission. This feedback is provided to help the candidate successfully complete the Final Assessment on the third attempt. **Candidates may order feedback only once. Feedback requests after subsequent unsuccessful attempts will not be honored.**

This feedback focuses on the major shortcomings of the solutions. While addressing the issues raised in the feedback should improve your chances of success, it is important to recognize that careful attention to all aspects of the questions, including those not mentioned in the feedback, is important.

Contact elearn@soa.org to request a Final Assessment feedback application.

Q: How do I cancel my Final Assessment registration?
A: Final Assessment applicants may cancel their Final Assessment registration before logging into the Final Assessment by doing either of the following:
  - On the SOA website, select “My Account” and then select “Order History.” Upon login, from your Order Summary select the order you wish to cancel. Select “Request Cancellation” and complete the form to submit your request.
  - Email customerservice@soa.org and specify “Final Assessment.”
• The SOA will refund the registration fee, minus a cancellation fee of $100 (U.S.). You will receive your refund (less the administration fee) in 2-4 weeks, in the manner in which the original payment was made.
• No refunds will be considered for the Final Assessment applicants who fail to correctly cancel online, or send a written or e-mailed cancellation request and do not specify “Final Assessment”.
• If candidates do not submit their Assessment within the 96 hour timeframe, the Assessment will NOT be accepted and a refund will not be issued.

Q: The Final Assessment was my last requirement for Associateship. What is my next step?
A: The listing of New ASAs is the official confirmation that candidates have succeeded in meeting all of the ASA requirements. Candidates may begin to use the ASA designation after their name appears on the New ASA list.

Q: Who do I contact if I have questions about the FAP course?
A: Contact elearn@soa.org.