

**Top Computer-Based Testing Inquiries Answered for SOA Exam Candidates****P, FM, FAM, PA, SRM, ALTAM, ASTAM, FSA, and EA** updated Jan. 15, 2026

- Verify that the name you registered with for the exam is written the same way on your ID.
 - Please make sure you have proper valid and non-expired government-issued identification with you – that includes your name, photo, and signature.
 - Digital ID's are not accepted at this time at any Prometric Testing Location or at any Paper/Pencil SOA Testing Location. Only hard copy non-expired valid government issued ID's are accepted.
 - 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 Five (5) business days 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.

Primary ID

Must be non-expired valid government-issued identification, and include same name as it appears on the scheduling notification.

Testing in “Country of Citizenship”

- Passport
- Driver’s license
- State ID

Testing Outside “Country of Citizenship”

- Passport

Does it include:

- Name

(English/Latin)

- Photograph
- Signature

If ‘NO’ you must present a secondary ID.

Secondary ID

Must be non-expired, include same name as scheduling notification, and include the missing signature or photo.

- Alien registration card
- National ID card
- Employee ID
- Student ID
- Major credit card
- Bank card

- If you do not receive your Letter of Confirmation email from the SOA after 48 hours from registration, contact [Customer Service](#) immediately.
- When scheduling an exam, if your last name has less than four characters, hit the space bar enough times to make it four characters.
- Look for available seats at Prometric testing centers within a 100-mile radius of your 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. Contact the SOA after you have tried for at least a week and use the online form to give his your information.

Rescheduling*:

- If you wish to reschedule your exam, P, FM, FAM, PA, SRM, and ALTAM and ASTAM 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. If further assistance is needed, contact the Prometric Customer Service Center.
- Rescheduling the Fellowship exams is not recommended after the close of appointment scheduling has been done. Due to the nature of the Fellowship 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 31 or more days before appointment date	None
Reschedule or Cancel 5 to 30 days before appointment date	\$70.00
<ul style="list-style-type: none"> • Less than 5 days before the test appointment, • Failing to appear for a scheduled test, or • Coming to take the exam more than (30 minutes) after the scheduled start time 	Forfeiture of exam fee

No correction can be made, and we are unable to provide authorization to reschedule within once either the 5 days window has passed or the approximate two week close of scheduling for the Fellowship exams.

- 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. Pay special attention to the new appointment location, as it is subject to change from your original 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.

CBT Exam Appointment Duration, P, FM, FAM, & SRM

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

CBT Exam PA Appointment Duration

Pre-exam Tutorial	
Exam Time	Five-hour and 15-minute project
Post-exam Survey	

Preliminary/Instant Test results will appear after the post-exam survey, excluding any exams that have had recent syllabus changes and exams ALTAM, ASTAM, PA, FSA and EA.

A diagnostic representation is provided for the preliminary exams if the result shows you were unsuccessful in achieving the passing score, excluding any exams that have had recent syllabus changes and exams ALTAM, ASTAM, PA, FSA and EA.

(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.*
- 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 so you should manage your work to ensure that you do not need to turn in a scratch booklet with a problem in progress.
- Only a limited amount of possessions are allowed in the room – please check Prometric's website to verify.*
- CBT Language Options

English and French are the only language options.

- The exam candidate may see the exam in one of two ways - a split screen (English on one side/French on the other side) or the exam will be in English, and the exam candidate will have the navigation ability to select a French translation of the exam question. The tutorial and the final Score Report are split into both English and French.
- Dress is comfortable for the exam. As test room temperatures and personal comfort zones vary, it is recommended that you dress in layers and bring a sweater or jacket to the sessions.
- *Technical Difficulties

Exam P, FM, FAM, and SRM candidates that experience a technical difficulty during their exam must raise your hand and notify a Prometric Staff member for the purposes of trouble-shooting and documentation. If the onsite Prometric Staff is unable to resolve the technical issue, you must register a complaint with [Prometric](#). You will receive a reference number for the complaint, and a response from Prometric within 48 business hours. If the issue can be resolved on a call, please proceed to call the [Prometric Service Center](#).

Exam PA candidates that experience a technical difficulty during their exam must immediately raise their hand and advise a Prometric Staff member immediately for the purposes of trouble-shooting and documentation. If the onsite Prometric Staff member is unable to resolve the technical issue, you should ask for and receive a reference number of the documented issue and at your earliest convenience send an email to PAExam@soa.org and provide the reference number from Prometric and include a brief account of your technical issue. Your email to the PA Exam email box will be acknowledged and your technical issue will be reviewed.

- 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 of these items, contact SOA Customer Service at customerservice@soa.org within a reasonable time before your exam date or in the case of an issue after the exam appointment.

*Please click for more detailed information