Subscription Program
Frequently Asked Questions

Question: How long is my corporate 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 the 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 recordings of their choosing during the corporate subscription period.

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 and an invoice issued.

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.

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 is it 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 the purchasing employer in the SOA’s database.

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 fewer than 12 months? Can we order another webcast subscription?
Answer: Webcast subscription – Yes, you can order another webcast subscription 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** – The corporate webcast subscription program only allows for one source, with one login, to facilitate broadcasting of the webcast. The designated person identified at the time you purchase your webcast subscription package needs to register for and access each webcast. The instructions for each webcast will be provided to that designated person, and they would broadcast to your organization.

**Recording library** – As long as you are linked to the purchasing company, 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 webinar 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** – The person who ordered the webcast will be able to access the recording by logging into their SOA account. The recordings will be downloadable so you can save them and share them with others at your organization. We trust that they will only be shared with your company employees and not 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 at SOA.org, My SOA and ‘Create an Account’. Membership is not required 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.