



Procedure for Requesting an Accommodation

The following must be adhered to when a candidate requests testing accommodations for SOA examinations.

To request an accommodation, a candidate must first register to take one of our examinations.

- You may register for our examinations online or by submitting a paper registration form.
- The paper registration form can be downloaded as a PDF from our website.
- **If you experience any technical difficulty, you may contact us in the following ways:**
 - Call the SOA's Customer Service Center at **+1-888-697-3900** between the hours of 8:00 a.m. and 5:00 p.m. Central Time
 - Email us at customerservice@soa.org

Requesting an Accommodation

Use of certain personal items is preapproved and does not require that a candidate submit a [Request for Accommodation Form](#) or any supporting documentation.

- Please consult SOA's list of [Pre-Approved Personal Items](#) to identify those items for which no Request for Accommodation Form or supporting documentation is required.

For any accommodation other than use of such pre-approved personal items, complete and submit the [Request for Accommodation Form](#), along with the supporting documentation required.

- **NOTE:** If SOA previously has approved an accommodation for a prior examination and the candidate is not required to submit supporting documentation pursuant to the policy set forth above, a candidate is still required to certify that the previously approved accommodations remain necessary.
 - A separate certification form, [Certification Regarding Accommodations Previously Granted by SOA](#), is provided for this purpose.
- Candidates who have questions regarding whether they may submit a certification form in lieu of a Request for Accommodation Form with supporting documentation can contact us in the following ways:

- Email the SOA at accommodations@soa.org
- Call us at +1-847-706-3505

Submission of Forms and Documents

- The completed [Request for Accommodation Form](#) and all required supporting documentation (or the [Certification Regarding Accommodations Previously Granted by SOA](#)) must be submitted to the SOA by the registration deadline for the examination.
- All requests for accommodation must be reviewed and approved by the SOA.
- To facilitate this process, please submit your request directly to the SOA and not the testing administrator, Prometric.
- **Please note that these completed materials must be received by the registration deadline.**
 - **POSTMARK DATES WILL NOT BE CONSIDERED.**
 - The candidate is responsible for obtaining and submitting all required documentation and completed/signed forms by the registration deadline for the examination at issue.
 - The form and supporting documentation may be submitted by mail, fax or scanned and emailed to the SOA as follows:

Society of Actuaries
475 N. Martingale Road
Suite 600
Schaumburg, IL 60173
Fax: +1-847-273-8505
Email: accommodations@soa.org

- If sending by regular mail, please allow at least **10 WORKING DAYS** for the SOA's receipt.
- The SOA strongly encourages candidates requesting an accommodation to do so well in advance of the registration deadline for the examination.
- In certain circumstances, the SOA may request clarification of the information or documentation submitted, and/or require supplemental documentation or information.
 - **All such supplemental information and/or documentation must be received by the SOA prior to the registration deadline for the examination.**
- Submitting the [Request for Accommodation Form](#) and supporting documentation **well in advance of the registration** deadline will provide the candidate an opportunity to respond to any such request and still receive timely notification of the SOA's determination prior to the actual examination.