

Fundamental of Actuarial Practice Course Frequently Asked Questions (FAQs)

PLEASE NOTE: The current FAP Modules will discontinue **March 31, 2020**. For more information regarding the FAP Modules changes, please [click here](#).

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:

FAP Modules 1-8	\$300
Interim Assessment	\$600
Final Assessment	\$1,200
Assessment Retakes	\$500

Q: Are there any prerequisites to the FAP course?

A: No. Candidates may register before earning credit for the preliminary examinations. However, many candidates find it helpful to complete the preliminary examinations prior to reaching FAP Module 5.

Q: How do I register for the FAP course?

A: Registration for the current FAP Modules is no longer available. Registration for the new FAP Modules will open November 12, 2019.

Q: Why can't I see my recent module purchase on the e-Learning system?

A: Your e-Learning session may be in cache mode. To generate a new session, logout of the e-Learning system and login again. Upon login you should be able to view all recent module purchases.

Q: Is an FAP course syllabus available to candidates?

A: A detailed syllabus is not available, however an FAP book list is posted on the [SOA website](#). A complete list of readings is also located in the "Resources" section of the e-Learning system. Candidates will also be directed via the module screens to the appropriate readings.

Q: Do I have to buy the FAP 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: Can I purchase an extension for the FAP course?

A: Registration for extensions on the current Modules is no longer available.

Q: What happens if I do not complete the FAP course within the extension period?

A: Candidates that do not complete their FAP Modules within their extension period will need to purchase the new Modules. Candidates can determine whether to purchase Modules 1-8 or Modules 6-8 depending on if they have any [transition credit](#).

Q: Can I complete my Interim or Final Assessment after my Modules expire?

A: No – Your Modules must be active in order to submit the Interim or Final Assessment.

Q: My Interim and Final Assessments have been submitted but not yet graded and my FAP course has expired. Will my assessments still be graded?

A: Yes. Your assessments will be graded as long as they were submitted before your FAP course expiration date.

Q: My FAP course has expired. Can I still access my other e-Learning courses?

A: Yes. The expiration date of your other courses is based upon the original purchase date of those courses.

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. After login, select the order you wish to cancel from your order summary and click the “Request Cancellation” button. Complete the form to submit your request.
- E-mail the request to customerservice@soa.org and specify “FAP Course” in the subject line.
- 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.
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Q: Why isn't my Module 5 or Module 8 credit on my transcript?

A: Credit for Module 5/8 should apply automatically after opening and closing the Module. If not, your Module credit will be updated to your transcript in the grading cycle after passing the IA/FA. The grading cycles should run mid-month, every month.

Q: What if I experience technical problems on the SOA e-Learning website?

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 via the [Learning Companion](#) 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: Does the SOA check for plagiarism in the e-Learning courses?

A: Yes. 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 issued by the SOA at any time, 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 of the Terms and Conditions Agreement for e-Learning Candidates?

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 FAP End-of-Module exercises and after their assessment 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 at any time but are encouraged to register for the Interim Assessment 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.

Q: How do I register for the Interim Assessment?

A: Registration is available via a link in the e-Learning website. 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 720 hours (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 FAP 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: When does my personal Interim Assessment clock start?

A: The assessment clock begins once a candidate reaches the Download page. Several warnings will be issued in advance of your clock starting. Candidates may read the instructions and FAQs prior to starting the assessment clock.

Q: Why is the Interim Assessment 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 2013 and later. If you are using an older version of Word, save the file in Word 2013 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 assessment files. Can I email the correct files to the SOA?

A: No. 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 re-register for the assessment.

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. Results will be emailed to candidates immediately upon completion of grading. Results will also be displayed on the Interim Assessment screen of the e-Learning website. Assessment 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](#).

Online registration is processed immediately. Faxed and emailed applications will be processed within 10 working days of receipt.

Q: Is feedback available for my failed Interim Assessment submission(s)?

A: Candidates who fail the Interim Assessment will receive either one of the following comments from the first grader:

“Overall your paper does not meet minimum requirements. Particularly the tasks which have the most room for improvement are Tasks X, Y, and Z. This does not imply that the other tasks have met minimum requirements.”

Or

“Most Tasks need significant improvement to meet minimum requirements.”

The majority of candidates are able to pass the assessment again on their own after reviewing their submission and the online documentation. No additional feedback is

provided.

Q: How do I access my Interim Assessment retake?

A: To access your retake:

- Log in to learning.soa.org
- Click Learning Summary at the top of the page
- From there, choose the Interim Assessment link

While this may look like your previous Interim Assessment, once you click on it and choose “Resume”, you will then have access to the retake.

If you are not routed to your retake, please contact ellearn@soa.org for troubleshooting.

Q: I did not receive a passing grade on my Interim Assessment and my FAP course has expired. What should I do?

A: If you do not meet minimum requirements on the Interim Assessment and your FAP course has expired you will need to purchase the new FAP Modules.

Q: Do I have to wait for my Interim Assessment results before accessing Module 6?

A: No. Candidates will have access to Module 6 immediately upon submission of the Interim Assessment.

Q: Do I need a supervisor for the Interim Assessment?

A: No. The candidate will attest that the work submitted is his/her own and that he/she has not distributed course materials to anyone.

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: Candidates may **not** discuss the content of, or your responses to, the Interim Assessment with any others, including, but not limited to, peers and supervisors. This includes discussion via the [Learning Companion](#) or any other communication vehicle, including but not limited to communication facilitated by Explorer, whether or not in person. Distributing Interim Assessment materials is strictly prohibited. Candidates not adhering to the terms and conditions of the course and/or Interim Assessment instructions will be subject 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:

- Go to www.soa.org, click on “My Account” and select Order History. After login, select the order you wish to cancel from your order summary and click the “Request Cancellation” button. Complete the form to submit your request.
 - E-mail the request to customerservice@soa.org and specify “Interim Assessment” in the subject line.
 - 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.
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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 materials 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 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.
- Candidate has submitted the Interim Assessment.

Note: Formal grading results are not required

Q: When can I register for the Final Assessment?

A: Candidates may register for the Final Assessment by registering via a link in Module 8 or by filling out an [application](#) and faxing it to the number on the form or by emailing it 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 **submitted** the Interim Assessment prior to being granted access to the Final Assessment.

Q: Can I take the Final Assessment before passing the Interim Assessment?

A: Yes. Candidates may take the Final Assessment before passing the Interim Assessment.

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 2013 and later. If you are using an older version of Word, save the file in Word 2013 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 Final Assessment on January 29, with a course expiration of January 31, the Final Assessment must be uploaded by 11:59 pm Eastern Time, U.S. on January 31. Although the Final Assessment clock will still show more time is left, a candidate must have course access to upload the Final Assessment.

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. Read the full set of [system requirements](#) for the FAP course.

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.
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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 a Fellow is not 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: Your assessment will be graded as not having met minimum requirements (failed). To receive credit, you will need to re-register for the assessment.

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 website.

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 ellearn@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 of the e-Learning website and can be refreshed at any time during the 96-hour period.

Q: Can I access the assignment tasks and supporting spreadsheets at any time 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 your supervisor or an ASA or FSA. Candidates are also encouraged to form study groups via the [Learning Companion](#). Refer to the Learning Companion via the e-Learning website to locate study groups in your area and to coordinate the timing of the download of your Final Assessment with others. However, your final submitted files must be your work and your work only. Having another person(s) write, review or edit your solutions, plagiarizing or copying another person's work or 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: Can I share any of the Final Assessment materials or my solution files with a colleague?

A: No. The assessment and associated materials are the intellectual property of the SOA and may not be shared. Your solution files are also considered confidential and are not to be shared with others. Failure to control your work product may lead to disciplinary action.

Q: Why didn't I get the same version of the Final Assessment for my retake? (also: Why did I not get the same version of the Final 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: 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.

Q: I think I uploaded the wrong assessment files. Can I email the correct files to the SOA?

A: No. 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 re-register for the assessment.

Q: How will my Final Assessment be graded?

A: All submissions graded as not meeting minimum requirements have been assessed as such by two independent graders.

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 sent via email within **approximately** seven weeks after a candidate has submitted their Final Assessment materials. Results are also displayed on the Final Assessment page. They will be posted to your online transcript within 24-48 hours of passing the assessment. Grading queue time is determined by the number of papers in the queue. All grades are final.

Q: I didn't 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 website. 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 ellearn@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 Final Assessment immediately after receiving confirmation that your application has been processed.

Q: Is feedback available for my failed Final Assessment submission(s)?

A: Candidates who fail the Final Assessment will receive either one of the following comments from the first grader:

“Overall your paper does not meet minimum requirements. Particularly the tasks which have the most room for improvement are Tasks X, and Y. This does not imply that the other tasks have met minimum requirements.”

Or

“Most Tasks need significant improvement to meet minimum requirements.”

The majority of candidates are able to pass the assessment again on their own after reviewing their submission and the online documentation. Additional information will not be provided. The majority of candidates are able to pass the assessment again on their own after reviewing their submission and the online documentation.

Candidates who submit and fail the Final Assessment two or more 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 their next attempt. **Candidates may order feedback only once.** Feedback requests after subsequent unsuccessful attempts will not be honored.

The 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 ellearn@soa.org to request a Final Assessment feedback application.

Q: How do I access my Final Assessment retake?

A: To access your retake:

- Log in to learning.soa.org
- Click Learning Summary at the top of the page
- From there, choose the Final Assessment link

While this may look like your previous Final Assessment, once you click on it and choose “Resume”, you will have access to the retake.

If you are not routed to your retake, please contact ellearn@soa.org for troubleshooting.

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.
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Q: The Final Assessment was my last requirement for Associateship. What is my next step?

A: Check the [New ASA](#) list. This list 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 ellearn@soa.org.