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https://www.100test.com/kao_ti2020/84/2021_2022__E7_B2_BE_E7_AE_97_E5_B8_88_E7_c50_84191.htm Refunds: How do I obtain an examination refund? If you have registered for but did not sit for an exam, you may request a refund by contacting the Exam Department at refund@soa.org. You may also mail in the bottom portion of your ticket of admission (indicating which exams need to be refunded). Faxed requests may be sent to (847) 706-3599. A \$50 administrative fee is assessed on all refunds. The Exam Department must receive requests no later than June 30 for the Spring session and December 31 for the Fall session. Refunds will be processed approximately 6 weeks after all examinations have been administered for that particular session. Refunds will be returned in the payment form that accompanied the original exam application. If your employer paid your exam fee, the employer will receive the refund on your behalf. Signature Letter: I have already received my ticket of admission but have also received a gold signature letter, what should I do? This notice states that your registration is incomplete because it is either a photocopy, lacking a signature and/or is missing the required statement acknowledging the rules and regulations governing the examinations. It is necessary for the SOA to have a completed application with an original signature for our files. Please sign and return this notice. If you do not return the form, your exam grade slip will not be released. Special Arrangements for Candidates With Disabilities: Whom should I contact? To request special

accommodations for the SOA exams a candidate must submit a written request and medical documentation by the registration deadline. Additional documentation may be required depending on the nature of the disability and the arrangements requested. For more information contact Anna Abel at aabel@soa.org

Tickets of Admission: I've already submitted my application. When can I expect an admission ticket? Can I still take the exam if I do not have my Ticket of Admission? Please allow 10 working days for the application to arrive. Applications are processed in the order they are received. It may take a few weeks to enter your application due to the volume of applications being received. Tickets of admission will be mailed starting March 1 for the Spring session and September 1 for the Fall session. If you receive a ticket of admission that contains incorrect information, notify the Exam Department at (847) 706-3583 or exams@soa.org. If you have not received or have misplaced your ticket of admission, you must contact the Exam Department to confirm registration and request that another ticket be sent out to you. In the event that a ticket of admission is not received, the candidate should report to the exam site with photo ID to show the supervisor at check in. Candidate instructions, exam dates, times and center locations can be found at <http://www.soa.org/ccm/content/?categoryID=214009>. The supervisor will provide an approved candidate number to use for the exam. Candidates are not allowed to walk-in to take an exam at a center where they are not registered even if they have a ticket of admission from another center.

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