

ACIFMA Exams Terms and Conditions

ACIFMA wishes to protect the integrity of its Education Program and ensure the exam process is fair for all candidates, as such, we enforce the following policies and procedures:

Examination sitting rules:

- You will receive a personal login (User ID and Password) to the ACI Global Education Centre, at the exam centre – this must be entered by you to access your exam.
- You will be required to produce a legal form of identification before you will be permitted to sit your exam at the test centre.
- You will not be permitted to take any material into the exam with you – other than a calculator (no cell phones/paper/devices etc. will be permitted)
- If you arrive more than 30 minutes after the start of the timed portion of the exam session, you will not be permitted to take the exam and you will forfeit your registration fee.
- Early exam departures are not permitted. If you leave the testing room before you are dismissed by testing personnel, you will not be allowed to re-enter.
- If you do not show up for your scheduled appointment, your account history will display the appointment as a no-show.

Cancellation:

- Cancellation more than 1 calendar month ahead of the test date – you will receive a full refund (less an administrative fee of Eur50)
- Cancellation less than 1 calendar month ahead of the test date you will receive 50% refund (less an administrative fee of Eur50)*
- Within 5 working days of the scheduled test date and time: Appointment cannot be rescheduled.*
- Failure to appear for the test without notification is considered a cancellation, no refund will be issued, and you must register and pay again if you wish to take the test on another date*

**Candidates seeking cancellation or transfer within the 1 calendar month period prior to the test date, or those who fail to appear for their scheduled test, may receive a refund (less an administrative fee of Eur50) if they can provide evidence that their ability to sit for the test has been affected by serious illness or cause.*

Withdrawal:

Candidates may only withdraw from an examination in the case of:

- Serious Illness – hospital admission or serious injury
- Loss or Bereavement – death of a close family member
- Hardship/Trauma – victim of a crime, victim of a traffic accident
- Military Service

In this case, an alternative examination date may be offered free of charge or the examination fee may be refunded less an administration fee of Eur50. You must complete a “Request for Refund” or “Test Day Transfer Form” and attach appropriate documentation and/or evidence; such as a medical certificate from a qualified medical practitioner, a death notice or certificate or a police report. You will be advised directly if your application has been accepted, and if so – when you will receive your refund less the administration fee of Eur50**

***Due to fluctuating exchange rates outside our control, we cannot guarantee that the exact amount paid to ACIFMA will be the same amount (in other currency) returned.*

Transfers:

Requests to transfer an examination booking to another date must be made in writing (by letter or email). These requests will only be deemed received upon confirmation email from ACIFMA.

Transfers can only be made for the same subject, and the new examination date must be provided when the transfer request is made. Examination bookings cannot be transferred to another candidate.

To reschedule your exam in a country other than the one in which you scheduled your original exam, please contact us by phone. You may not reschedule your exam by email or fax.