



Institute
and Faculty
of Actuaries

IFOA Refund policy

We understand that we are required to comply with certain obligations under the Consumer Rights Act 2015 (“the Act”) in respect of certain of the services that we provide.

We always endeavour to conduct our exams and events with reasonable skill and care and in accordance with all other legal requirements incumbent upon us. Where you consider that our exams or events have not been conducted with reasonable skill and care or that we have not complied with any of the other obligations incumbent upon us under the Act, we understand that you may be entitled to certain remedies. These remedies are known, in the Act, as repeat performance or price reduction. Should you consider this to be the case, please contact us and we will discuss with you what this means in the context of our exams and/or events.

In cases where you are looking to cancel your participation in an exam (not owing to any alleged failure by us to comply with our legal obligations), we set out our refund policy for both sessional and online exams below. In respect of an event, if you no longer wish to attend (again, not owing to any alleged failure by us to comply with our legal obligations), we set out our refund policy below.

Events

Cancellation of a conference place must be made in writing (by email or post), and will be subject to a £50 cancellation fee. A place can be cancelled up to two months before the conference for multiple day conferences and up to two weeks before the conference for one day events. For any conference cancellations made outside of these timeframes, no refund will be given, however a colleague will be permitted to attend in your place provided you (as the original delegate) confirm this to us in writing (by either email or post).

If accommodation has been booked this must be cancelled directly with the hotel.

Membership Subscriptions

All Refunds are considered on an individual basis.

E-Shop

Terms and conditions can be found at the following link

<https://www.actuaries.org.uk/documents/eshop-terms-and-conditions-november-2015>

Exams

Session based exams, CP2 & CP3

You can cancel your exam and request a refund, but a charge will apply.

Refunds will only be given to those who have paid the full rate exam fee. No refunds will be given to those who have paid the reduced fee.

For refund applications received:

On or before the exam entry closing date

A 50% refund of the exam fee paid will be given.

After the exam entry closing date

No refund will be given.

The refund request form is available on the website at:

<https://www.actuaries.org.uk/documents/application-form-exam-entry-refund>

CT9/CB3 exam

You can cancel your exam and request a refund, but a charge will apply:

If you cancel eight weeks or more before the exam date

A 50% refund of the exam fee paid will be given.

If you cancel less than eight weeks before your exam date

No refund will be given.

The cancellation form is available on the website at:

<https://www.actuaries.org.uk/documents/application-cancel-practical-exam> (*TBC as the online refund form is not showing on the website only session exam refund form*)

CERA Seminar

You can cancel your seminar and request a refund, but a charge will apply:

If you cancel four weeks or more before the seminar date

A 50% refund of the seminar fee paid will be given.

If you cancel less than four weeks before your seminar date

No refund will be given