



SOA Exam Registration and Scheduling of Prometric Exam Appointments

Note: If you have already successfully booked an appointment with Prometric for the Spring 2021 ERM, FSA, and/or EA exams no action is required on your part and this communication is for your information only.

Dear SOA Candidate:

The global COVID pandemic has made many aspects of our lives very difficult and unpredictable for the past year and it continues to do so. Through these trying days, the SOA has been committed to continuing to offer examinations – and the opportunity to continue progressing to an actuarial designation – to our candidates throughout the world while following all safety practices and regulations in every place where we operate. We – and you – have faced many challenges in doing so, but this continues to be our mission and intent.

What we discovered

As we opened registration for the Spring 2021 examinations last week, some candidates made the SOA aware of issues they experienced when trying to book an appointment with Prometric for the Spring 2021 ERM, FSA, and EA exams. In some cases, due to local COVID-19 restrictions, and in other cases due to circumstances related to unique center operations, exam seats were not available as expected.

We apologize to all candidates who had trouble reserving a seat at their local exam center and thank those that contacted the SOA to alert us to this problem. Our initial assumption was that the problem was isolated to areas where testing capacity was restricted by government regulations; however, after quickly investigating, we determined the situation was more widespread. Over the last few days, the SOA Education team met often with Prometric and discovered that, in addition to local COVID-19 restrictions over which Prometric has limited control, some test centers were not accessible for exam registrations. Had we known of that complication; we would have delayed registration until this matter was resolved.

What we've done about it

We worked with Prometric to ensure **all sites are ready to accept registrations** and designed a system **allowing candidates who registered early** in areas where capacities are currently constrained to have the **first opportunity** to secure seats when restrictions are lifted.

Prometric engineered a **new waitlist feature** for SOA exam registration in markets strongly affected by COVID-19 restrictions. To turn this feature on and ensure candidates who already

registered are first in line for seats using the new waitlist system, we must close registration temporarily for three days.

- Registration for all unregistered candidates closes tonight, Thursday, January 28 at 5:00 pm CST. It will remain closed to unregistered candidates until Monday, February 1 at 12:00 pm CST.
- Scheduling for all registered candidates will remain open during this time.

While registration is closed, those who have registered but have not yet booked an appointment will be able to go to the Prometric site to select their desired appointment or, if in an area where capacities are restricted, use the new waitlist feature described below.

What you can do next

When registration reopens on February 1, at 12:00 pm CST, all candidates will once again be able to register with the SOA and go to Prometric to book an appointment. You should follow the steps below with regard to selecting a location:

- Go to the [Prometric site](#) to schedule your appointment.
- If there is an option for a seat at a location where the address is provided, select that seat and finish your booking.
- If there are no seats currently available for the location you desire, those in COVID-19 affected markets may see an option with the address listed as “Address to be Confirmed.”
 - Select the “Address to be Confirmed” choice to be put on the waitlist and finish your booking (you will not have a choice regarding the time of exam). The process of scheduling on a waitlist can only be done online.
 - The waitlist system will record entries to the waitlist in the order they are made. You will receive an appointment confirmation number; however, you will not be able to see your place in line.
 - If COVID-19 restrictions are lifted in your location and more seats become available waitlist candidates will automatically be scheduled into a site in the same market for the appointments requested. This will be done in the order they were added to the waitlist, and you will be sent a confirmation email, with the exam location and time.
 - *IMPORTANT:* If you are unable to find a seat in your location and there is no “Address to be Confirmed” waitlist location displayed as an option, please contact the SOA immediately by writing to soaexams@soa.org. We will be working to resolve these situations with Prometric.

Additional Information:

- Seats that become available due to candidate cancellations will not automatically go to the next person on the waitlist. You may keep checking the Prometric site while you are “scheduled” on the waitlist and reschedule your exam in those seats cancelled by other candidates as they become available. Once you do so, you will automatically be removed

from the waitlist. Use your waitlist confirmation number when transferring to a new appointment.

- If you remove yourself from a waitlist for an exam/date/location, you will lose your place in line.
- Continued COVID-19 restrictions may mean that not everyone on a waitlist will get a seat at the location requested and may need to look for another testing center to take their exam.

We understand these changes mean you have questions! If and when you do, please contact [SOA Customer Service](#) to assist you.

Our promise to you

Finally, the SOA understands and respects how important the examination process is to you and how much you need the certainty we can provide. We are committed to delivering the examinations as scheduled this Spring. We are in close touch with our testing partner, Prometric, to address and resolve any issues that arise due to COVID and we are developing backup plans to deal with any further COVID-related disruptions that may occur.

We cannot promise there will be zero disruptions to our normal examination process brought on by the pandemic. What we can promise is that we will continue to communicate with you about these matters and that we will do everything in our power to see that you are able to take your examination at the scheduled time and in a manner that provides you the fairest opportunity to demonstrate the knowledge you have gained.

Sincerely,

Ken Guthrie

Managing Director, Education

Society of Actuaries