

## Addendum to the SOA Rules and Regulations for Exam Candidates during the Covid-19 Pandemic

Updated February 11, 2022

The SOA's goal remains to provide our exam candidates with the ability to test and continue making progress toward earning one of our designations while determining the appropriate steps to take to provide for individual health, safety, and well-being. To remain in compliance with governmental mandates and recommendations from the CDC and WHO and keeping the protection of our volunteers and candidates in mind, various safety practices will be enacted throughout the exam day.

### Prometric C.B.T. Centers and SOA Paper/Pencil Exam Locations:

We are following the COVID-19 protocols in the areas that the Prometric testing centers and the SOA exam locations are located. Candidates are required to abide by the procedures in their respective regions.

### Exam Day Protocols for Candidate Safety:

- All exam candidates are required to bring and wear a face mask/face covering where required during the entirety of their time at the testing center/exam center location. Masks should be in accordance with the regulations in your area.  
Prometric website information –

*"In some states, executive orders prohibit government agencies and institutions of higher education, respectively, and their officials from mandating face coverings or restricting activities on their respective properties in response to the COVID-19 pandemic.*

*The mandates apply to those state's universities, but not to private companies. Prometric's position is to keep the mask requirement, where allowed, to maintain standardization and safety measures across our network as much as possible.*

*As a private company, Prometric will continue to require everyone who comes to one of our global testing centers (that are not connected with certain state government agencies) to wear an approved face covering for the duration of their time at the location.*

*Individuals not in compliance with this policy will not be allowed to sit for their scheduled appointment. We will also continue to maintain social distancing protocols in common areas, where barriers are not provided.*

You can read more here - <https://www.prometric.com/covid-19-update/covid-19-update>

- Social distancing practices will be enforced throughout the check-in and exam testing day, if required in your region.
- Identification policy has been modified due to many state driver's license facilities being closed, Prometric and the SOA will accept IDs that are expired no more than 90 days from their test date, until further notice. Masks will need to be lowered or removed momentarily for Prometric staff to confirm identification match to ID.
- Exam candidates will perform the clearing of their own calculators with instructional assistance from the supervisor/proctor and then will show the supervisor/proctor that it has been cleared. The supervisor/proctor need not touch the calculator.
- Exam candidates will be seated at workstations in a manner that ensures the social distancing guidelines following local government guidelines.
- All Prometric testing center staff will be required to wear a mask during the entirety of their time at the testing center.
- Prometric Testing Center locations in China: Chinese Government & Building Management Epidemic Prevention Standard, safety practices will be enacted throughout the testing process.
- Please note that any of these procedures will be subject to change as necessary.

### **Exam Candidate Support through SOA Customer Service**

Our SOA Customer Service Department is continuing to work through a higher-than-normal number of phone calls and emails that are the direct result of the COVID-19 pandemic. When you have a question for Customer Service, Exams, Education, VEE or the Registrar we ask that you send only one email per topic/question. Multiple follow-up emails with the same question create an additional backlog in our queue and slow down our efficiency in responding to everyone. Thank you in advance for your patience and understanding.

### **Exam Candidate Reminders - Protect Yourself!**

- Wear a mask where applicable.
- Wash your hands frequently with an alcohol-based hand sanitizer or soap & water for at least 20 seconds.
- Cover your mouth and nose with your elbow or a tissue while coughing or sneezing.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Review the CDC's Steps to Prevent Illness.