

## SCI EXAMINATION FAQs

### SECTION A – REGISTRATION

#### **Q1. How can I register for SCI Examinations?**

A1.1 To register for non-CPE-registered examinations, candidates are required to login via SCI website at <https://www.scicollege.org.sg/userlogin.asp> with User ID and Password. If you are a new user, you will have to create an Individual New User Account via SCI website at [https://www.scicollege.org.sg/UserParticulars\\_Form.asp](https://www.scicollege.org.sg/UserParticulars_Form.asp) before you can proceed to register for the examinations.

A1.2 For CPE-registered examinations, candidates must first make an appointment with SCI to sign the Advisory Note and Student Contract as required under the Private Education Act (Chapter 247A). Before signing the Advisory Note and Student Contract, candidates have to first check if they have met the minimum entry requirements:

DGIRM/ADGIRM: <https://www.scicollege.org.sg/examcontents.asp?DGIN#ER>

DLI: <https://www.scicollege.org.sg/examcontents.asp?DLI#ER>

On the day of the appointment for the signing of the Advisory Note and Student Contract at SCI, candidates must bring along their relevant original educational certificates and NRIC/Passport/Employment Pass/Work Permit/S Pass for verification purpose.

By registering for the examination, candidates are deemed to have accepted the examination rules and regulations. Candidates who fail to comply with any of the examination rules and regulations may be disqualified or barred from future examinations, or be subject to other disciplinary actions deemed appropriate by SCI to ensure the quality, security and integrity of the examinations.

(Please refer to the “**SCI Rules and Regulations for Examinations**” for the list of CPE-registered and non-CPE-registered examinations.)

#### **Q2. What are the available dates that I can register for the SCI Examinations?**

A2. Please visit the SCI website to view the list of available examinations. For details on the dates and time, please click on the respective examination and select “Examination Schedule”. Only the dates reflected as available on the examination schedule are open for registration.

#### **Q3. Do I need a User ID and/or Password to register for the SCI Examinations online?**

A3. Yes, if you are a first-time user of SCI’s services, you will need to first create an Individual User Account at the SCI website. You can then proceed to register for the examination with your User ID and Password.

#### **Q4. How often will new examination dates be released on the SCI website?**

A4. New examination dates will be released on the SCI website at least three months in advance. Seats are available on a first-come first-served basis.

#### **Q5. Why am I being charged the first-timer fee when it is not my first attempt taking the same examination?**

A5. First-timer fee refers to the fee that candidates need to pay upon registration of the examination in which they are taking only for the first time. The first-timer fee comes with the relevant Study Text. If the candidates do not pass or are absent from the registered examination, and register it again for any subsequent attempt based on the same edition of the Study Text, the candidates will then pay the re-taker fee. On the other hand, if there is a release of the new edition of the Study Text in which any subsequent examination is based, the candidates concerned will be treated as a first-timer upon registration of the examination. They will then pay the first-timer fee which comes with the new edition of the Study Text.

**Q6. Can I change my examination to a different time session?**

A6. You are allowed to change your registered examination two working days from the date of examination based on the SCI's prevailing rescheduling policy. If you wish to change from day to evening session, you will have to pay the top-up fee and administrative fee (if any), payable only via Credit Card. If you wish to change from evening to day session, you are also allowed to change two working days from the date of examination. However, no refund of the examination fee will be made.

**Q7. How do I apply for a corporate account to sign up for the examinations for my staff/agents?**

A7. Financial institutions/organisations must create a Corporate User Account on the SCI website. Please note that only one account may be created per organisation/entity. The entity would be identified by the Unique Entity Number ("UEN"), which is the ACRA's Registry of Companies (ROC) number of the entity.

**Q8. I am an employee of a member company of SCI and/or IBF. Will I be able to enjoy the member's rate if I register for my CMFAS examination as an individual online?**

A8. Yes. To enjoy member's rate for CMFAS examinations, candidates will have to register through their company's corporate account or through individual online registration by providing the:  
(a) candidate's unique corporate email address; and  
(b) company's UEN.

**Q9. How do I know if my company is a member?**

A9. Please refer to the SCI website at [https://www.scicollege.org.sg/exam\\_membercos.asp](https://www.scicollege.org.sg/exam_membercos.asp) to check if your company is a member.

**Q10. When can I register to re-sit for an examination?**

A10.1 For non-CPE-registered examinations, you may re-register one hour after the examination at the SCI website. If you have registered your examination through the company that you are representing, you will need to register through your company again.

A10.2 For CPE-registered examinations, you may register to re-sit for the examination as long as the time-bar rule is not violated. Please refer to your signed Student Contract to check on the time-bar.

**Q11. How do I check on my examination results? Can I request for my examination records?**

A11. You can call SCI at 6221 2336 during office hours to check on the examinations that you have passed to date. If you require a formal written statement of your results, you will need to login to your User Account at the SCI website at <https://www.scicollege.org.sg> to Apply and Pay for a Letter of Certification.

**Q12. Can I request to update my particulars when I have a change in my name?**

A12. SCI will not entertain any changes to candidate or examination information at the time of examination admission. You may login to your User Account at SCI website at <https://www.scicollege.org.sg> to update on your change of name.

**Q13. Can I request to change my Registration ID Type / Registration ID Number of my ID at the time of examination admission?**

A13. SCI will not entertain any changes to candidate or examination information at the time of examination admission. Any candidate who wishes to make any changes to his/her Registration ID type or Registration ID number on Registration ID is required to come in person to SCI with valid and original supporting documents (strictly no soft copies):

- **at least half an hour** before the examination if the candidate's **examination time is before 5:00pm.**
- **before 5:00pm on the day of the examination** if the candidate's **examination time is after 5:00pm.**

**Candidates will not be permitted to sit for the examination if their request for correction/change is not submitted to SCI by this timeline.**

**Q14 What are the modes of payment do you accept for registration?**

- A14.1 (a) For individual registrations, you can pay by Credit Card (VISA or MasterCard) or NETS (available only at the SCI Reception Counter).  
(b) For corporate registrations, you can pay by Cheque / Bank Draft / Direct Debit / Telegraphic Transfer (in Singapore Currency).

A14.2 For CPE-registered examinations, you can pay by Credit Card (VISA or MasterCard) or NETS (available only at the SCI Reception Counter). Please note that you can only make the payment after you have signed the Advisory Note and Student Contract with SCI.

**Q15. If I am unable to make it for my examination session that I had registered for, can I seek to re-schedule my examination session?**

A15. Candidates for non-CPE-registered examinations may re-schedule their examination dates according to the Re-Scheduling Policy as below:

<b>If Candidates Submit Their Request:</b>	<b>Administrative Fee Payable</b>
8 or more working days (excluding weekends and public holidays) before examination date	<ul style="list-style-type: none"><li>▪ No fee is payable for the <u>first time</u> a request to change the examination date/time is made for a particular examination.</li><li>▪ For subsequent requests to change the examination date/time for that particular examination, an administrative fee of S\$21.40 (inclusive of GST) per request is payable.</li></ul>
3 to 7 working days (excluding weekends and public holidays) before examination date	<ul style="list-style-type: none"><li>▪ An administrative fee of S\$21.40 (inclusive of 7% GST) per request is payable</li></ul>
2 working days (excluding weekends and public holidays) before examination date	<ul style="list-style-type: none"><li>▪ An administrative fee of S\$32.10 (inclusive of 7% GST) per request is payable</li></ul>

**Note: Counting of the days does not include the actual examination date itself.**

For re-scheduling of examination, candidates are required to apply at this [link](#) and complete the details of the Credit Card which is the only mode of payment (if payment is applicable).

**Q16. How do I know if I am required to take which module of the CMFAS examinations or retake CMFAS examinations?**

A16. Please refer to the "MAS Notice FAA-N13 Notice of Minimum entry and Examination Requirements for Representative of Licensed Financial Advisers and Exempt Financial Advisers" on the MAS website at this [link](#). In addition, you are advised to consult the Compliance Department of your company or prospective company.

**Q17. I have signed up for an examination which I am exempted from, can I withdraw my examination registration?**

A17. It is your responsibility as a candidate to ensure that you do not register for an examination from which you are exempted. No cancellation or withdrawal of any registered examination is allowed and no refund of fees will be made.

**Q18. How do I know if my registration is successful? Will I receive any form of acknowledgement / notification for my online registration?**

A18. Once your online registration is accepted by SCI and payment has been made, you will receive the Confirmation of Examination Registration via email provided by you in your user account. Please check the completeness and accuracy of your full name and Registration ID number. Otherwise, you may be denied entry into the examination room and have to pay all related examination fees again. To ensure that you receive the Confirmation of Examination Registration email, please check the SPAM filtering option on your email account to ensure that SCI's email address is recorded as a safe/authorised sender. You may contact SCI at 6221 2336 or email us via [talk2us@scidomain.org.sg](mailto:talk2us@scidomain.org.sg) to request for another copy of the Confirmation of Examination Registration email if you still do not receive it. However, you should first login to your user

account at SCI website at <https://www.scicollege.org.sg> to check that you have provided SCI with your correct email address.

**Q19. Can I get a refund for the examination fees that I have paid?**

A19. For non-CPE-registered examinations, no cancellation and withdrawal of examinations is allowed. However, if you are absent from the examination owing to medical reason or other valid reasons, please refer to **Q32** below.

**Q20. Can I reserve a date / seat for the SCI Examinations over the phone?**

A20. SCI will not accept examination reservations over the phone. Examination registration must be done online via the SCI website.

**Q21. Will I be granted the Continuous Professional Development (CPD) hours?**

A21. Yes, CPD hours will be granted for SCI's examinations after they pass their examinations. The number of CPD hours granted is based on the examination duration.

**Q22. Will I be required to provide my credit card details to SCI?**

A22. Under no circumstances would SCI ask for your credit card details. All credit card details provided by the candidate are done on the eNets payment server. For security reasons, SCI is not allowed to perform online transactions on behalf of the candidate.

**Q23. How safe is it to do credit card transactions online?**

A23. All registrations through the SCI website where you provide the credit card details will be encrypted using SSL (Secure Socket Layer), which is a widely recognised security standard for Internet transactions. SSL encrypts data transferred between you and the server and renders it unreadable to anyone who might intercept it.

**Q24. What should I do when I am directed to an "access denied" page when I click on the date for registration?**

A24. Your page time limit could have expired. Try to refresh your page to continue with your registration.

**Q25. Why am I directed to a "registration full" page after entering my registration details?**

A25. As our registration system allocates seats based on a first-come-first-served basis, your seat could have been booked by another candidate before you managed to complete your transaction. Please choose another available date for your examination.

**Q26. Is there a validity period for any of the CMFAS Modules, namely M5, M8, M8A, M9 and M9A, as well as for the BCP, PGI, ComGI and HI examinations?**

A26.1 For the validity period for CMFAS examinations, please refer to the "MAS Notice FAA-N13 Notice of Minimum entry and Examination Requirements for Representative of Licensed Financial Advisers and Exempt Financial Advisers" on the MAS website at this [link](#).

A26.2 As far as we are aware, there is no validity period limitation for the modules of BCP, PGI, ComGI and HI. You may wish to review the following self-explanatory MAS Notices:

For BCP, PGI and ComGI Modules:

["Notice No: MAS 211 on Minimum and Best Practice Training and Competency Standards For Direct General Insurers"](#)

For HI Module

["Notice No: MAS 117 on Training and Competency Requirement Health Insurance Module"](#)

In case of doubt, you are advised to consult the Compliance Department of your company or prospective company.

## SECTION B – STUDY TEXT / eBook

### Q27. Will SCI provide any study text to me after I have registered and paid for the SCI Examination?

A27.1 If you have registered for the examination for the first time and wish to collect a hard copy of the Study Text, you will need to come down personally to the SCI Reception Counter [which opens from 8:30 am to 5:30 pm (including lunch hour) from Monday to Friday, except Saturday, Sunday and Public Holiday] on or before the examination date. After the examination date, please take note that the candidate will no longer be eligible to collect the Study Text.

Some companies have made pre-arrangements with SCI for collection of the Study Texts. Candidates from such companies should NOT come down to the SCI to collect their Study Texts. SCI will turn away such requests.

Company	Examinations
AIA Singapore Pte Ltd	Health Insurance; CMFAS Module 5, 8, 8A, 9, 9A (except for Prudential Assurance Co Singapore (Pte) Ltd - candidates are allowed to collect their M8, M8A, M9A at the SCI)
AXA Insurance Pte Ltd	
Great Eastern Life Assurance Co Ltd	
Manulife (Singapore) Pte Ltd	
Prudential Assurance Co Singapore (Pte) Ltd	
NTUC Income Insurance Co-operative Ltd	BCP / PGI / ComGI; Health Insurance; CMFAS Module 5, 8, 8A, 9, 9A

Candidates, from other companies, who are unable to collect the hard copy of the Study Text personally may authorise someone else to collect the Study Text on their behalf. However, their authorised representative will be required to present a signed letter of authorisation together with a copy of the candidate's confirmation of examination registration e-mail when collecting the Study Text. The candidates' authorised representative must also produce a valid form of identification as shown in the letter of authorisation. The letter of authorisation can be downloaded at the following link: <https://www.scicollege.org.sg/docs/AuthLetterToCollectSG.pdf>.

### Q28. How do I access my eBook for the examination that I have registered?

A28.1 Upon successful registration of the examination, you may login to the SCI website to access to an electronic copy of the study text (eBook) or to download a PDF copy of the text (only applicable to those examinations with eBook provided). Those candidates who need to re-sit for the examination will be granted access to the eBook again (only applicable to those examinations with eBook provided) once they have successfully registered and made payment to re-take examination.

You should refer to your Confirmation of Examination Registration email for the links to the eBook / eMock Examination Access / Supplementary Notes (if applicable).

A.28.2 For CPE-registered examinations, candidates will be issued the study text only after signing their Student Contract with SCI and upon payment of the required fees. Please make an appointment by calling the SCI at: 6221 2336 for the signing of the new Student Contract.

### Q29. How do I login to access the eBook version of the study text?

A29. You will need to login to your online User Account at SCI website at <https://scicollege.org.sg> to access the eBook (if applicable). The access to the eBook version of the study text (if applicable) is only granted after you have successfully registered and paid for an examination.

### Q30. Is there an expiry date for access to the eBook version of the study text?

A30. You will be given access to the latest version of the eBook (only applicable to those examinations with eBook provided) until the date of your registered examination.

**Q31. Will there be a change in the expiry date for access to the eBook version of the study text if I re-schedule my examination date?**

A31. Yes, the expiry date will automatically be changed to your revised examination date.

## **SECTION C – EXAMINATION DAY**

**Q32. I am on medical leave on my examination day. Can I request for a refund?**

A32. For non-CPE registered examinations, if you do not turn up for your examination owing to one of the following valid reasons:

- (a) Medical grounds (self);
- (b) Bereavement (immediate family member);
- (c) Disabling accident or injury (self);
- (d) Court appearance (self); or
- (e) National Service (self) in accordance with the Enlistment Act (Chapter 93);

you may apply for a 50% refund of the examination fee (minus the non-refundable registration fee, if applicable) subject to submission of the relevant documentary evidence to the SCI.

Please login to your User Account at the SCI website at [www.scicollege.org.sg](http://www.scicollege.org.sg) to “Apply for Partial Refund” of your examination fee. The completed application form should be submitted online together with the relevant documentary evidence (uploaded) within three working days from the date of your examination. Please note that SCI accepts only valid medical certificates issued by registered medical practitioners or hospitals in Singapore.

Any candidate who wishes to sit for the examination on another date and time must register again on the SCI website and pay all the related fees accordingly.

All requests for refunds based on reasons other than those stated above will not be entertained. SCI reserves the right to change its Refund Policy.

**Q33. Are MCs from Traditional Chinese Medicine (TCM) practitioners recognised by SCI?**

A33. Please note that only a medical certificate (MC) issued by Singapore registered doctors are recognised by SCI. MCs issued by TCM practitioners are not acceptable.

**Q34. What identification documents are required when I turn up on the day of the examination?**

A34. You must produce the same Registration ID as the one that you had registered with, before you can be allowed to sit for the examination:

- For Singapore Citizens or Singapore Permanent Residents: NRIC
- For Foreigners: Valid Passport, Employment Pass, Work Permit OR S Pass\*  
(\*S Pass does not refer to Student’s Pass)

Candidates, who are Regulars or Full-time National Servicemen (NSFs) belonging to (Singapore Armed Forces/Singapore Police Force/Singapore Civil Defence) **must** produce their valid and original SAF/SPF/SCDF Card, respectively in order to be allowed to sit for the examination.

NO other types of Registration IDs are allowed. Strictly NO soft copy or photocopied version is allowed for any of the above Registration IDs.

You must ensure that your name and identity number on your ID exactly match the information provided to SCI during your examination registration.

**Q35. What happens if I forget to bring my identification document on the day of the examination?**

A35. You will not be allowed to sit for the examination without proper identification. As the examination administrator, SCI has to fulfil its obligation to verify candidates' identity before they are permitted to take an examination. Invigilators will strictly enforce the rule to turn away candidates who are unable to produce the required Registration ID or those whose names and ID numbers do not match the information provided to SCI during their examination registration. No appeals will be entertained and no exceptions shall be made should the candidate be disallowed to sit for the examination due to the violation of the rule. The Invigilator's decision is final.

**Q36. What happens if I arrive late for the examination?**

A36. It is the responsibility of the candidates to ensure that they arrive at the examination room on time, taking into account the time needed for security clearance at the Suntec Tower Two lobby, Security Counter. Candidates who arrive more than 30 minutes after the commencement of the examination will not be allowed to sit for the examination and will be recorded as "Absent". If candidates are refused admission, their examination fees are non-refundable, non-deferrable, and non-transferrable.

## **SECTION D – EXAMINATION RESULTS**

**Q37. Will I get any Result Slips when I pass the examinations?**

A37.1 The Result Slip that you receive after completing your examination as well as all examination results awarded by SCI are final. A Result Slip is an official written document certifying the examination outcome of the candidate in the examination concerned. SCI will not, under any circumstances, entertain any appeals or requests for rechecking of results. Examination results are strictly confidential.

For CMFAS, CGI, HI, CRI, COP, DLI and ChFC09 examinations, candidates will receive their examination results immediately upon completion of the computer mode examinations.

For BCE examination, SCI will send the Result Slips directly to the candidates' mailing addresses by ordinary post (as specified in the candidates' online User Account) one (1) month from the last examination date.

For Cert FPC, Advanced Certificate, DGIRM, ADGIRM and ChFC08 examinations, SCI will send the Result Slips directly to the candidates' mailing addresses by ordinary post (as specified in the candidates' online User Account) two (2) months from the last examination date.

**Q38. What happens if I lose or misplace my Result Slip?**

A38. If you have misplaced your result slip, you may login to your User Account at the SCI website at <https://www.scicollege.org.sg> to Apply for a Letter of Certification.

**Q39. As SCI does not re-issue any certificate(s) or result slip(s), how do I apply for a Letter of Certification (LOC)?**

A39. You may apply for a Letter of Certification (LOC) that certifies your examination records by logging in to your User Account at the SCI website via <https://www.scicollege.org.sg/userlogin.asp>. Select "Apply for Letter of Certification" and indicate the examination(s) which you wish to apply and complete the personal and payment details accordingly. Your application will be processed upon receipt of the correct payment and relevant supporting documents (where applicable). Please allow at least three working days for your application to be processed upon submission of all relevant documents. SCI will send the LOC to the specified address (as indicated in your application) by ordinary post. If you have opted to self-collect the LOC, we will email you once the LOC is ready for collection.

**Q40. What must I do if I am requesting for the result record on behalf of my candidate?**

A40. If you are requesting for the result record on behalf of your candidate, you will need to first provide us with a copy of the candidate's document of identification, indicating the identification number has been used in the registration of examination. Additionally, you will also need to provide us with the original copy of the Letter of Authorisation duly signed by the candidate. You will need to Apply and Pay for a Letter of Certification.

## **SECTION E – CERTIFICATE PARCHMENT**

**Q41. Will I get any certificate parchment after I have passed the examinations?**

A41.1 For BCE, CMFAS, CGI, HI, CRI and COP examinations, no certificate parchment will be issued.

A41.2 For Cert FPC, Advanced Certificates, DGIRM, ADGIRM and DLI examinations, SCI will send the relevant certificate parchments by ordinary post to eligible candidates upon successful completion of that particular level, in accordance with the release date stated in the SCI website.

A41.3 For ChFC/S and CLU/S examinations, candidates will be notified when the relevant certificate parchments are available for collection. The candidates will have to personally collect their certificate parchments from SCI during our office hours.

## **SECTION F – OTHERS**

**Q42. How do I apply for SCI membership?**

A42. SCI does not have individual membership. SCI's membership is open only to companies who are ordinary members of the following four SCI funding Associations:

- General Insurance Association of Singapore (GIA)
- Life Insurance Association (LIA) Singapore
- Singapore Insurance Brokers' Association (SIBA)
- Singapore Reinsurers' Association (SRA)

**Q43. Where are the examinations held?**

A43. All examinations are held at the Singapore College of Insurance (SCI), unless otherwise stated. To download the location map, please [click here](#).

**Q44. How do I obtain a duplicate receipt of my payment for examination?**

A44. If you have paid by credit card, a PDF of the receipt is enclosed in your Confirmation of Examination Registration email. Please retain it carefully for your claims and record purposes. If you need to retrieve the receipt from the SCI, you will need to login to your User Account at <https://www.scicollege.org.sg> and apply for a duplicate hard copy receipt. A fee is payable.

If you have paid by NETS at SCI's counter, a hard copy receipt will be issued. Please retain it carefully for your claims and record purposes. If you need to retrieve the receipt from the SCI, you will need to login to your User Account at <https://www.scicollege.org.sg> and apply for a duplicate hard copy receipt. A fee is payable. If your fees are paid for by your companies directly to SCI, you will not receive any receipts from the SCI.

**Q45. Can I apply for SkillsFuture Credit when I sign up for the SCI Examinations?**

A45. No, SkillsFuture Credit does not apply to "examination-only" registration.

**Q46. I have forgotten my password. How do I retrieve it?**

A46. Please login to your User Account at the SCI website at <https://www.scicollege.org.sg> to reset your password.

- Q47. As I do not have a password for my login, how do I set a password for my User Account?**  
A47. Please proceed to the User Login page, click the "Forgot Password" link, enter your User ID (NRIC/Passport/Work Permit/Employment Pass/S Pass Number) and E-mail address that you had previously registered on our system to create/reset your password.
- Q48. Can I request to update my mobile number or e-mail address by contacting or e-mailing SCI?**  
A48. Any candidate who wishes to make any changes to his/her mobile number or e-mail address is required to come in person to SCI with their Registration ID.
- Q49. What is the dress code for examination candidates at the SCI?**  
A49. Please observe the appropriate smart casual dress code for the examination. Candidates dressed in shorts and / or slippers will not be admitted into the examination room. For security purposes, candidates must be readily identifiable at all times with their faces uncovered. Candidates shall not wear anything that prevents ready identification such as full-face motorcycle helmets, masks or veils.

## **SECTION G – CONTACT US**

- Q50. How do I contact SCI if I have further enquiries?**  
A50. Our office is located at 9 Temasek Boulevard #14-01/02/03 Suntec Tower Two Singapore 038989. You may contact us at 6221 2336 or email: [talk2us@scidomain.org.sg](mailto:talk2us@scidomain.org.sg). Our office hours are from 8.30 am to 5.30 pm, Mondays to Fridays (closed on Saturdays, Sundays and Public Holidays).