



LACP

Candidate Handbook

**National Association of Insurance and
Financial Advisors Certification Commission
Life and Annuity Certified Professional (LACP) Certification Examination**

Valid Through December 31, 2020

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GENERAL INFORMATION

The National Association of Insurance and Financial Advisors (NAIFA) is one of the oldest and largest trade organizations in the insurance field, founded in 1890 as the National Association of Life Underwriters. NAIFA represents the interests of insurance professionals throughout the United States, including insurance agents, financial advisors, multiline agents, health insurance specialists, and employee benefits specialists. NAIFA's mission is to advocate for a positive legislative and regulatory environment, enhance business and professional skills, and promote the ethical conduct of its members.

The NAIFA Certification Commission has been established by NAIFA for the primary purpose of developing and governing a certification program through which qualified insurance and financial professionals can apply for and receive certification, with that process being valid, credible, and transparent according to accreditation standards accepted in the certification industry. Certification is a process intended to assure the public that individuals who are certified through NAIFA Certification Commission programs have the appropriate knowledge and experience to consult with and advise consumers proficiently and that they have demonstrated proficiency in essential disciplines by achieving a passing score on a NAIFA Certification Commission certification examination.

The NAIFA Certification Commission is an autonomous entity within NAIFA with responsibility for deciding all matters related to the certification program for Life and Annuity Certified Professionals (LACP) and granting LACP certification to individuals who qualify for it in accordance with Commission standards, policy, and procedures.

The NAIFA Certification Commission does not discriminate on the basis of race, color, religion, national origin, age, lifestyle, gender, or sexual orientation.

LIFE AND ANNUITY CERTIFIED PROFESSIONAL (LACP) CERTIFICATION

The NAIFA Certification Commission has developed the LACP certification for those advisors wishing to demonstrate knowledge and experience beyond the requirements for industry licensure. The LACP assesses client needs and implements solutions in accordance with the highest ethical standards, ensuring that those needs are met on an ongoing basis. These certified professionals exemplify excellence in the following areas:

- Product knowledge
- Consultative sales process
- Ethical, legal, and regulatory requirements

Certification is a means for qualified individuals to indicate to clients, employers, co-workers, insurance companies, and other stakeholders that they have met the standards of an impartial, recognized organization. Certification also provides assurance to stakeholders that persons certified have met objective standards of knowledge.

Certification is awarded to individuals who satisfy the eligibility criteria, pass the LACP certification examination, and agree to uphold the established NAIFA Code of Ethics (see Appendix A).

Scantron provides technical assistance to the NAIFA Certification Commission in the development and delivery of the internet-based LACP Certification Examination through a network of nearly 1,000 test centers around the world.

Please use this Candidate Handbook to understand the policies and procedures of the LACP Certification Examination program as well as the exam application and registration processes. If you have additional questions after reviewing this information, please contact John Boyle (jboyle@naifa.org | 703-770-8267) or Scantron (candidatesupport@scantron.com | 919-572-6880).

EXAMINATION INFORMATION

The LACP Certification Examination

The LACP Certification Examination is an internet-based exam, administered at conveniently located testing centers around the world. The exam includes 150 multiple-choice questions. Exam development is based on psychometrically validated procedures and testing industry standards. Scantron and the NAIFA Certification Commission ensure the LACP Certification Examination is valid, reliable, statistically sound, and legally defensible.

Test Content Outline

The LACP Certification Examination is developed and built around these content areas:

Area	
Domain 1: Product Knowledge	32%
Domain 2: Consultative Sales Process	33%
Domain 3: Ethical, Legal, and Regulatory Requirements	35%

Eligibility Requirements

To be eligible to sit for the examination, all candidates must demonstrate the following qualifications:

1. Licensure as a life insurance agent in the jurisdiction(s) of practice
2. Attestation of compliance with the NAIFA Code of Ethics (*see Appendix A*)
3. Three (3) years (equivalent to 6,000 hours) of full-time experience as an active life insurance agent – *Full-time employment is generally equated to 2,000 hours of work annually. Agents who have worked part-time may achieve eligibility by completing 6,000 hours of work over more than three (3) years.*
4. Bachelor's or higher degree granted by a college or university that is accredited by an entity approved by the United States Department of Education, or the equivalent

OR

Industry designation (e.g., LUTCF, CLU – *see Appendix B*)

OR

Two (2) years (equivalent to 4,000 hours) of additional experience for a total of five (5) years (equivalent to 10,000 hours) of experience as an active life insurance agent

In addition to completing the above requirements, the successful candidate must achieve a passing score on the examination.

These requirements must be completed prior to submitting an application for the examination. Once compliance with the eligibility requirements has been verified, candidacy lasts for 366 days.

Applicants who submit their application before they have fully satisfied these requirements will be determined ineligible. Applicants who are found to be ineligible will have one (1) year from the date the determination of ineligibility was communicated to the applicant to submit evidence that all requirements have been satisfied. Applicants who cannot or do not satisfy the shortcomings of their applications within this time will be required to submit an entirely new application that will be evaluated against the then-current eligibility requirements.

No applicant with a felony conviction related to any matter that pertains to the scope of services of a Life and Annuity Certified Professional may be deemed eligible for certification.

Exam Locations and Dates

Test Center Locations

The internet-based examination is administered by Scantron through a network of nearly 1,000 testing centers in cities throughout the world. Test centers, which are subject to change, are listed here:

<https://www.scantron.com/candidate-services/>.

Testing Windows and Deadlines

The exam is offered during two month-long testing windows each year. All forms and applicable fees must be submitted by the specified deadlines. Forms submitted without appropriate fees will not be processed.

Testing Window	Application Deadline	Late Application Deadline (\$50 Late Fee)	Cancellation/Rescheduling Request Deadline (\$50 Fee)
July 1-31	June 1	June 15	No later than 2 calendar days prior to your testing appointment
October 1-31	September 1	September 15	
January 1-31	December 1	December 15	

Candidate eligibility will be valid for 366 days, and candidates will be permitted only one testing attempt per window. If a candidate does not take the examination for which he/she applied or does not successfully complete the examination within the eligibility period, the application will be closed, all fees will be forfeited, and the candidate must submit a new application with the full fee. If a candidate misses the registration deadline but has eligibility remaining, the application will be credited toward the next testing window.

Application and Examination Fees

NAIFA Members - \$500

Non-NAIFA Members - \$700

International Candidates - \$500

** Applies to candidates residing outside of the U.S.*

Other Fees

Re-examination Fee* - \$300

* If retaking the exam within the 366-day eligibility period. Candidates will be allowed no more than one (1) testing attempt per testing window. If the candidate has not successfully passed the exam within 366 days, he/she must reapply and pay the full application and examination fees again.

If a candidate is able to apply for re-examination, he/she will use the information noted in the Notice to Schedule (NTS) to pay the re-examination fee, receive a new NTS, and schedule a new testing appointment for the **next testing window**, not the current one. Candidates are allowed one testing attempt per window.

Reschedule/Cancellation Fee - \$50

If a candidate schedules a testing appointment and wishes to reschedule the testing appointment within the same testing window, he/she can pay a rescheduling fee to cancel the current testing appointment and schedule a new appointment as long as the request is made at least four (4) business days prior to the original appointment date.

If a candidate schedules a testing appointment and wishes to cancel the testing appointment, he/she may do so as long as the request is made at least four (4) business days prior to the appointment date and the cancellation fee is paid. Candidates whose applications remain eligible (366 days from the application submission) will receive a Notice to Schedule (NTS) email for the next testing window. The \$50 rescheduling fee must be paid before scheduling a new testing appointment in the new testing window.

If the cancellation or rescheduling request is made fewer than four (4) business days in advance of the testing appointment, the candidate will be considered a no-show and the full testing fee will apply.

Late Registration Fee - \$50

Late candidate registrations will be accepted up to 15 days prior to opening of the testing window, with a late fee of \$50 per candidate. At Scantron's discretion, candidate registrations submitted within 15 days prior to opening of the testing window may be accepted; however, Scantron cannot guarantee scheduling availability for these registration exceptions. If Scantron can schedule the late candidate registration exceptions, the late fee of \$50 per candidate will apply.

All fees must be paid in U.S. funds to Scantron by Visa or MasterCard.

TAKING THE EXAM

Submitting Your Application

Applications to take the LACP Certification Examination must be submitted online. Full payment must accompany all applications. Applications will not be processed without the required fees.

An online application is available through the candidate registration system at <https://www.castleworldwide.com/Connect/NAIFA>. You will be prompted to create an online profile that will serve as the basis for all interaction with Scantron. You should record your username, password, and email address as used on the application for future reference and/or access to the system at a later time. You must register with the name that appears on the government-issued photo identification that you will use to enter the testing center to sit for your examination.

Completed applications will be evaluated and candidate eligibility determined within seven (7) business days of receipt. If the application is incomplete, a notice will be issued to the candidate by email. If the application is not completed within 180 days of opening, the application will be closed.

Eligibility Audits

A percentage of candidate applications will be selected for random audit to ensure compliance with the eligibility criteria. If your application is selected for audit, you will be provided with instructions on how to supply satisfactory documentation to support your compliance with the eligibility criteria.

Notice to Schedule (NTS)

As early as 45 days prior to the opening of the testing window, Scantron will send you a Notice to Schedule (NTS) via email, which will give you a username, password, and any additional information you need to schedule your testing appointment.

Candidates will select a testing session from a list of available testing centers by geographic location, test date, and available seating. You must submit your test scheduling request at least four (4) days prior to your preferred test date during the scheduled testing window.

Most testing centers will have morning and afternoon testing sessions available. Scantron will do its best to accommodate the requested test site and date. Seats are filled on a first-come, first-served basis, based on test center availability, so it is to your advantage to schedule your test appointment as soon as you receive your NTS.

You will be notified of the exact test location, date, and time via email. **You must bring your printed email confirmation with you to the test site.**

You must also bring a current photo identification with signature to the test site. Acceptable forms of identification include driver's licenses, passports, and government-issued identification cards. Unacceptable forms of identification include gym memberships, warehouse memberships, school identification cards, credit cards, and identification with signature only (no photo).

An email reminder will be issued to eligible candidates who have not yet completed test scheduling at the start of the testing window for which they are eligible. Candidate eligibility will be valid for two consecutive testing windows. Candidates will be permitted only one testing attempt per window. If a candidate does not take the examination for which he/she applied or does not successfully complete the examination within two consecutive testing windows, the application will be closed and all fees already submitted will be forfeited. In order to test on a future date, the candidate must submit a new application with all supporting documentation and full fees.

For questions regarding examination registration, contact Scantron at candidatesupport@scantron.com.

Cancellations, Rescheduling, and No-shows

You may cancel or reschedule a testing session up to four (4) business days prior to your testing appointment through the online scheduling system. A \$50 nonrefundable fee will apply when you reschedule your exam appointment.

Day of Testing Appointment:	Must Reschedule/Cancel By:
Monday	Tuesday of the previous week
Tuesday	Wednesday of the previous week
Wednesday	Thursday of the previous week
Thursday	Friday of the previous week
Friday	Monday of the current week
Saturday	Tuesday of the current week

Not appearing for your testing appointment or rescheduling your exam fewer than four (4) business days before your testing appointment will count as your original testing appointment. You will be marked as a no-show candidate and your entire testing fee will be forfeited. If you have existing eligibility remaining, you will be able to pay the re-examination fee to test again. If you have no eligibility remaining, you must complete a new application to test again.

Testing Time

Your scheduled test duration time is three (3) hours. During the examination, you will have the opportunity to review questions, change answers, mark questions to come back to, or skip questions. Should your time expire while taking the exam, all answers, regardless of how they are marked, will be calculated into your score. Once your allotted time has expired, or you exit the examination, you cannot see or review the questions again.

Requesting Special Testing Accommodations

Candidates with documented visual, physical, hearing, or learning disabilities that would prevent them from taking an examination under standard conditions may request special testing accommodations and arrangements. There is no extra fee for making these arrangements.

The NAIFA Certification Commission and Scantron may require written documentation of the disability. Documentation may include:

- A letter (on the professional's letterhead) from an appropriate, licensed professional or certified specialist who diagnosed the disability and is recommending reasonable accommodations.
- Evidence of receiving accommodations during school on the school's letterhead.
- An individualized education plan (IEP).

Reasonable accommodations provide candidates with disabilities a fair and equal opportunity to demonstrate their knowledge and skill in the essential functions being measured by the examination. Reasonable accommodations are decided based on the individual's specific request, disability, documentation submitted, and appropriateness of the request. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination.

Requests for accommodation must be submitted in writing to Scantron no later than 30 days prior to the candidate's preferred testing date, and candidates must submit their scheduling request at least 30 days prior to their preferred test date within the testing window. It is recommended that this documentation be submitted at least 45 days prior to the preferred testing date.

For more information regarding reasonable accommodations, please contact the NAIFA Certification Commission (www.naifacertcom.org) or Scantron.

Examination Rules

The NAIFA Certification Commission and Scantron follow standard testing industry rules and policies as outlined below. Candidates must work independently throughout the examination, without using any unauthorized sources, and their demeanor must conform to standards of conduct that are consistent for a secure examination. No talking is permitted during the examination, except to test center personnel using a soft voice. Test center personnel are able to contact Scantron at any point that in their opinion it is necessary, and they will report all irregularities and incidents, including those that involve inappropriate candidate behavior.

Prohibited Items

Candidates are expressly prohibited from bringing the following items to the test site:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials
- Notes, books, dictionaries, or language dictionaries
- Book bags or luggage
- iPods, MP3 players, headphones, or pagers
- Calculators, computers, tablets, PDAs, or other electronic devices with one or more memories
- Personal writing utensils (i.e., pencils, pens, and highlighters)
- Watches
- Food and beverage
- Hats, hoods, or other headgear

If Scantron testing personnel determine that you have brought any such items to the testing center, the item(s) may be demanded and held for an indefinite period of time by Scantron testing personnel. We reserve the right to review the memory of any electronic device that may be in your possession at the testing center to determine whether any test materials have been photographed or otherwise copied. If our review determines that any test materials are in the memory of any such device, we reserve the right to delete such materials and/or retain them for subsequent disciplinary action. Upon completion of our review and any applicable deletions, we will return your device to you but will not be responsible for the deletion of any materials that may result from our review, whether or not such materials are test materials.

By bringing any such device into the test site in contravention of our policies, you expressly waive any confidentiality or other similar rights with respect to your device, our review of the memory of your device, and/or the deletion of any materials. Scantron, the testing center, and the test administration staff are not liable for lost or damaged items brought to the examination site.

Exam Security

Exam security is a serious matter. In addition to leaving all personal items outside of the exam room, candidates may be asked to turn pockets inside out as well as show that nothing is hidden under shirt sleeves and the hems of pants legs. Also note that most sites record testing sessions. Candidates caught with prohibited items in the exam room risk exam invalidation, disciplinary action, assessment of monetary damages, and/or legal liability. Visitors (including children) are not permitted in the examination room during the test administration period.

PREPARING FOR THE LACP CERTIFICATION EXAMINATION

Demo Test

Scantron offers a free online tutorial and unscored demo test to familiarize candidates with the computer-based testing environment. The online demonstration and tutorial are accessible at any time, anywhere, through any computer with internet access. Candidates may access the tutorial and demo on Scantron's website at <https://www.scantron.com/candidate-services/>. The demo is **not** intended to be a review of examination content.

Practice Test

A practice test is available with questions that are representative of the questions on the LACP Certification Examination. The content areas of the practice test are comparable to those on the actual certification examination, though the questions included in the practice test will not appear on a certification examination. For more information on practice test availability, visit <https://www.scantron.com/programs/national-association-of-insurance-and-financial-advisors/>. The cost of the practice test is \$50.

Study Guide

A study guide is available for candidates who wish to prepare for the LACP certification examination. The study guide can be purchased for \$50 at <https://www.costore.com/naifashop/welcome.asp>.

FOLLOWING THE LACP CERTIFICATION EXAMINATION

Examination Results

Examination results will be available approximately four to six (4-6) weeks after the close of the testing window. Examination scores will be available through the online candidate system and will not be released by telephone or fax. When results are available, the candidate will receive an email with instructions on logging into the online system and accessing his/her score report. Results will be released to the candidate only. Results will not be released to a third party. In the case of an eligibility audit, examination scores will be held until the audit is complete.

Examination Scoring

The exam is based on a scaled score. Your raw score is converted through a statistical formula, revealing a scaled score. As such, we cannot indicate an exact number or percentage of questions that needs to be answered correctly to pass the exam. Because there is no penalty for incorrect answers, it is recommended that you try to answer each question to the best of your ability.

Re-examination

Individuals who do not pass the examination may retest during the **next testing window**. Candidates may not take the examination more than two (2) times in any 12-month period. All candidates who wish to retest must pay the appropriate fee (\$300).

Appeals

In the event of test application denial, a failed test, or other adverse certification decision, candidates have the right to appeal. Appeals must be submitted in writing to the NAIFA Executive Director within 60 calendar days of the date of the notice of adverse decision. The appeal should demonstrate why the appeal should be granted and must be signed by the candidate.

The Certification Commission Appeals Panel will investigate the adverse decision and report its findings and recommendation to the Appeals, Ethics, and Disciplinary Committee. The Certification Commission will review the committee's recommendation and inform the NAIFA Executive Director, who will then notify the candidate of the Certification Commission's decision.

Digital Badges

Upon being awarded the LACP designation, candidates will receive a digital badge via email. The digital badge can be shared with others on social networking sites, internal corporate profiles, email signatures, digital resumes, or websites.

Certificates

Upon being awarded the LACP designation, candidates will receive a personalized certificate, suitable for framing.

OWNERSHIP OF CERTIFICATION MARKS AND CONDITIONS FOR THEIR USE

NAIFA owns and controls the Life and Annuity Certified Professional (LACP) certification-related marks (e.g., LACP) and logos (collectively, the "Marks"). Only certificants who hold valid LACP certification are authorized to use the Marks. The NAIFA Certification Commission monitors certificants' use of the Marks on websites and other locations. Unauthorized use of the Marks by any individual is prohibited, and NAIFA may take appropriate measures to address all unauthorized use that comes to its attention.

ETHICS AND DISCIPLINARY POLICY

The professional practice and discipline policy and procedure of the NAIFA Certification Commission are intended to assist and inform certificants and candidates for certification as to expectations regarding professional conduct and disciplinary procedure. The Certification Commission does not express an opinion on the competence or warrant the job performance of certificants. However, it is expected that certificants and candidates for certification maintain continuing competence and agree to comply at all times with the Certification Commission *Code of Ethics*. All matters pertaining to the professional practice and discipline of certified individuals are governed by the Certification Commission's Appeals, Ethics, and Discipline Committee.

Persons concerned about possible violations of certification program standards must identify in a written statement to the NAIFA Certification Commission the persons alleged to be involved and the facts concerning the alleged conduct in as much detail and specificity as possible, with available documentation. The statement must include the name, address, telephone number, email address, and signature of the person making the statement and others who may have knowledge or facts concerning the alleged violation.

RECERTIFICATION

In developing its recertification requirements, the Certification Commission serves its stakeholders with the goal that LACPs demonstrate continuing competence by maintaining the level of knowledge that the certification implies throughout the time the certification is valid. Recertification is defined as the process by which LACPs address their need to learn about new and emerging trends in the life insurance and annuity industry and document continuing education activity. Recertification helps to ensure that LACPs are informed about new insurance and annuity products, the changing needs of the public, and updates in regulations. The recertification program applies to all LACPs.

Recertification is required every three (3) years. Within the three-year period, certificants must document no less than 30 hours of life, annuities, and ethics continued education from providers approved by the NAIFA Certification Commission, or they must take and pass the certification examination. There is no grace period. Certificants whose certification expires must submit an application that satisfies the then-current requirements and pass the certification examination.

Candidates must complete and submit their recertification applications no later than 90 days prior to their certification expiration date and no earlier than 12 months prior to their certification expiration date. If the application is not completed within 180 days of opening, the application will be closed. Scantron's and the NAIFA Certification Commission's application processing fees are nonrefundable.

The fee for recertification is \$300.

Applicable courses that address topics in the following three domains: life insurance and annuities product knowledge; consultative sales process; and ethical, legal, and regulatory requirements will be accepted from the following approved LACP continuing education providers:

- Courses approved by State departments of insurance
- Training provided by insurance companies / broker dealers
- Programs offered by NAIFA National, State and Local organizations (i.e., NAIFA conferences and webinars, NAIFA Live)
- NAIFA ClientCast Programs
- NAIFA Learning Center Programs

Certificants may also include course content for consideration from providers that are not listed above when submitting their recertification with additional documentation to assist in appropriate review.

Continuing education providers that seek to be approved by the NAIFA Certification Commission can submit course content for review (visit www.naifacertcom.org for instructions on how to apply) with a non-refundable \$50 filing fee.

For more information including access to the recertification application and online repository for continuing education credits (available Spring 2019), visit the NAIFA Certification Commission website @ www.naifacertcom.org.

APPENDIX A: NAIFA CODE OF ETHICS

PREAMBLE: Helping my clients protect their assets and establish financial security, independence and economic freedom for themselves and those they care about is a noble endeavor and deserves my promise to support high standards of integrity, trust and professionalism throughout my career as an insurance and financial professional. With these principles as a foundation, I freely accept the following obligations:

- To help maintain my clients' confidences and protect their right to privacy.
- To work diligently to satisfy the needs of my clients by acting in their best interest.
- To present, accurately and honestly, all facts essential to my clients' financial decisions.
- To render timely and proper service to my clients and ultimately their beneficiaries.
- To continually enhance professionalism by developing my skills and increasing my knowledge through education.
- To obey the letter and spirit of all laws and regulations which govern my profession.
- To conduct all business dealings in a manner which would reflect favorably on NAIFA and my profession.
- To cooperate with others whose services best promote the interests of my clients.
- To protect the financial interests of my clients, their financial products and my profession, through political advocacy.

APPENDIX B: ADDITIONAL ELIGIBILITY INFORMATION

Summary of Eligibility Requirements

LACP Examination
Licensure as a life insurance agent in the jurisdiction(s) of practice
Attestation of compliance with the NAIFA Code of Ethics
Three (3) years of full-time experience (or the equivalent) as an active life insurance agent
Bachelor's degree or higher OR Industry designation <i>(see list of approved designations below)</i> OR Two (2) years of additional full-time experience as an active life insurance agent
<i>Take the certification exam.</i>

Approved Industry Designations

- CFP—Certified Financial Planner
- ChFC—Chartered Financial Consultant
- CLU—Chartered Life Underwriter
- FIC—Fraternal Insurance Counselor
- FLMI—Fellow, Life Management Institute
- FSCP—Financial Services Certified Professional
- LUTCF—Life Underwriter Training Council Fellow
- Other (approved as needed)

Approved International Associations

Country	Association Name
China	Insurance Association of China
China	International Dragon Awards (IDA)
Hong Kong	The Life Underwriters Association of Hong Kong Ltd
Hong Kong	Professional Insurance Brokers Association
Hong Kong	The Hong Kong Confederation of Insurance Brokers
Hong Kong	The Hong Kong Federation of Insurers
Hong Kong	The Life Underwriters Association of Hong Kong (LUAHK)
India	Life Insurance Council
India	Insurance Brokers Association of India
India	Life Underwriters Guild of India (LUGI)
Indonesia	The Association of Indonesian Insurance Adjusters (Asosiasi Penilai Kerugian Asuransi Indonesia, APKAI)
Indonesia	Financial Planners of Indonesia (FPAI)
Indonesia	Indonesia Life Insurance Association (Asosiasi Asuransi Jiwa Indonesia, AAJI)
Indonesia	Insurance Council of Indonesia (Dewan Asuransi Indonesia)

Country	Association Name
Indonesia	The Association of Indonesian Insurance and Reinsurance Brokers (APPARINDO)
Japan	Japan Insurance Brokers Association
Japan	Japan Association of Insurance and Financial Advisors (JAIFA)
Japan	The Life Insurance Association of Japan
Korea	Korea Life Insurance Association
Korea	Korean Insurance Brokers Association
Macau	Macau Insurers' Association
Macau	Macau Insurance Agents & Brokers Association (MIABA)
Malaysia	Labuan International Insurance Association
Malaysia	Life Insurance Association of Malaysia (Persatuan Insurans Hayat Malaysia)
Malaysia	National Association of Malaysian Life Insurance Fieldforce and Advisers (NAMLIFA) (Formerly National Association of Malaysian Life Insurance and Financial Advisors (NAMLIFA))
Philippines	Life Underwriters Association of the Philippines (LUAP)
Philippines	Philippine Insurers and Reinsurers Association (PIRA, Inc) (Formerly Merger of ISAP & PGIA)
Philippines	Philippine Life Insurance Association, Inc (PLIA)
Singapore	Asia Pacific Financial Services Association
Singapore	Life Insurance Association
Singapore	Financial Services Managers Association (FSMA) (Formerly GAMA (Singapore Chapter))
Singapore	Insurance and Financial Practitioners Association of Singapore (IFPAS)
Singapore	Singapore Insurance Brokers' Association
Sri Lanka	Insurance Association of Sri Lanka
Taiwan	Insurance and Financial Practitioners Association of Taiwan (IFPA)
Taiwan	The Life Insurance Association of the Republic of China
Thailand	Thai Association of Insurance and Financial Advisors (THAIFA) (Formerly Thai Life Underwriters Association/Underwriters Association of Thailand)
Thailand	Thai Insurance Brokers Association (TIBA) (Formerly Thai Insurance Brokers Association/Insurance Brokers Association Of Thailand)
Thailand	The Thai Life Assurance Association
<i>Other</i>	<i>Approved as needed</i>

APPENDIX C: EXAM PREPARATION TIPS

How to Study

The NAIFA Certification Commission encourages candidates to prepare for the examination by using available resources.

Create your study plan and review methods well in advance of the examination. Think about the study method that is best for you (e.g., individual review, study group, class) and the types of materials that are most helpful (e.g., textbooks, audio or video programs, outlines, memory aids). It may also be helpful to use materials given to you during training activities related to your work.

Managing Test Anxiety

A little anxiety regarding test taking can be helpful because it stimulates and motivates you to perform at your best; however, severe anxiety can hinder test performance. If you know that you frequently experience severe test anxiety, consider preparing yourself for the examination by developing coping mechanisms to make your tension work for you. In addition, an online demonstration and tutorial are available at <https://www.scantron.com/candidate-services/> to help familiarize you with the computer-based testing environment. They are not a review of examination content.

Before the day of the examination, visualize and rehearse the testing situation. Imagine yourself taking the examination with a positive attitude and focused, calm behavior.

Take measures to reduce your stress during the examination. Use deep-breathing techniques, and be sure to stretch your muscles periodically. Such exercises can reduce both physical and mental stress. If necessary, take a few minutes to imagine a calm, pleasant scene, and repeat positive phrases.

Do not let the comments or behavior of testing personnel or other examinees make you anxious. As examinees are taking different versions of the examination, as well as entirely different examinations, examinees will finish at different times – some finishing very early, others taking the full three (3) hours. Examinees who finish more quickly than you may not perform any better than you. Everyone works at his or her own speed. Some of the best test performers routinely use the total allocated time.

Remember that (a) there is no limit to the number of examinees who can receive passing scores, (b) there is no bonus for completing the examination early, and (c) you are not competing with anyone else to pass the exam.

Eating well, avoiding too much alcohol, and maintaining a regular sleep pattern for several days before the examination will help you to be physically prepared. Also, on the day before you take the test, collect all the supplies you will need and choose comfortable clothing. Knowing that you are prepared for the test will help to reduce your anxiety.

Finally, your best method for controlling your anxiety is to feel prepared for the test. Designing a study plan well in advance will help you to be successful.

Tips for Taking the Examination

- Budget your time well. Because you will have three (3) hours to complete 150 questions, you will want to complete more than half of the exam (75 questions) in less than half the time (90 minutes). This is so you will have extra time after completing the full examination to review

questions you either skipped or marked for review. Also, allow time so that every hour you can take a minute or so to relax your eyes and stretch your neck and hand muscles.

- Read each question carefully, focusing on what is being asked. If you are uncertain about the answer but nevertheless want to give a tentative response at the time, mark the test question to indicate that you want to review the question and your answer if time allows. Go back to questions marked in this manner after completing the entire test.
- Read all options before selecting your answer. Always select the best choice.
- Do not overanalyze or try to “read into” a question. Questions are not written to be tricky. Do not assume additional information beyond what is given in the test question. All information necessary to answer the question will be given in the text of the question or scenario.
- Test questions are based upon an accepted knowledge base as outlined in the test content outline. Choose options that you know to be correct in any setting, not just your place of employment.
- If there are questions including the words “not,” “except,” or “least,” answer with particular care because you will be looking for the exception. These questions involve a reversal of your usual thought patterns.
- Pay close attention to key words such as “best,” “most,” “primary,” or “usually.” These words indicate that other options may at times be correct, but given the wording or situation in the test question, you must judge which option is the best.
- Skip difficult questions and come back to them later. Questions on the test are not ordered by difficulty (i.e., they do not go from easiest to hardest). Also, content areas (the domains) and topics are addressed randomly in questions throughout the test.
- When guessing, use the process of elimination. Treat each option as a true or false statement, and eliminate those that you would not select. Narrow your choices and then make your best educated guess.
- Answer every question even if you have to guess. There is no penalty for guessing. Go through the entire test, answering the questions you believe you know and skipping the ones you do not. Leave time at the end of the testing period to go back to the questions you skipped or want to review. If you are running out of time, leave a minute or so at the end to complete all of the blank questions randomly. Remember, you have a 25% probability of answering a question correctly by chance alone, so don’t miss any!
- If reading English is difficult for you because English is not your primary language, maximize your time by reading and answering all the shorter questions first. After completing all of the short questions, go back and attempt to answer the longer questions.