

IBF EXAMINATIONS FAQs

I. EXAMINATION REGISTRATION

Q1. How can I register for the CMFAS/CACS/FMRP Examinations ("IBF Examinations")?

A1. All examination registrations must be done through the IBF Portal. To register for an examination, please login to the [IBF Portal](#).

i. For individual registrations:

For new users, you will need to create and activate an IBF Portal Individual Account with a username and password. Once activated, you will be able to log into your account to register for an examination.

Alternatively, you can log in using your Singpass, create a username, password and complete the mandatory information fields. Once completed, you can proceed to register for an examination. .

For existing users with an IBF Portal Individual Account, you can log in to the IBF Portal using either your username and password or via Singpass to register for an examination.

ii. For corporate registrations:

For new corporate members, you will need to apply for an IBF Portal Corporate Account and activate the account with a username and password.

For existing corporate members, you can log in to the IBF Portal Corporate Account using your username and password.

With a Corporate Account, authorised persons of the company can log in for group registrations (up to 5 candidates per registration) for the company's staff.

Q2. What are the available dates that I can register for the IBF Examinations?

A2. Please log into the IBF Portal to simulate an exam registration to view the available examination dates. You may view available dates **2 months** in advance. You may schedule an examination for up to **2 months** in advance.

Q3. Can I register for other dates that are not shown on the IBF Examinations calendar?

A3. No. Only the available dates shown on the examinations calendar in your Portal account are open for registrations.

Q4. When is the next available examination date and how often are the examinations conducted?

A4. IBF runs several examination sessions every week. To check for available dates/sessions, please log into the [IBF Portal](#). Only dates or sessions shown on the examinations calendar can be selected for registration. This also applies to rescheduling of examination sessions.

Q5. How often will new examination dates be released in the IBF Portal?

A5. New examination dates will be released **2 months** in advance.

Q6. How do I apply for a corporate account to sign up for examinations on behalf of my colleagues?

A6. To create a Corporate Account on the IBF Portal, please go to the IBF Home page (www.ibf.org.sg) and click on “Login”, followed by “IBF Portal Login” and create a “Corporate Account”. Proceed with “Application for IBF Portal Log-in Account”.

Please note that only 1 account may be created per organisation. The organisation would be identified by its UEN (“Unique Entity Number”) issued by the Accounting and Corporate Regulatory Authority (“ACRA”).

Q7. I have failed my examination and am registering for a subsequent attempt for the same examination module, why am I charged the same fees as my first attempt registration?

A7. From 1 Apr 2023, IBF has implemented the new examination fees for CMFAS, CACS and FMRP examinations. IBF has also standardised the fees for both the first attempt and subsequent attempts for all examinations conducted by IBF. There will be no discounts for subsequent attempts. Please refer [here](#) for the announcement on the IBF website on fees review.

Q8. I am an employee of a member company of IBF. Can I still register for the examinations at the member rate if I register as an individual online?

A8. Yes. To enjoy the member rate, you can either register through your company’s corporate account or through individual online registration by providing:

- i. The company’s UEN;
- ii. The candidate’s unique corporate email address; and
- iii. The one- time password (OTP) sent to the candidate’s unique corporate email address, during the registration process.

Q9. When can I register to re-sit for an examination?

A9. You may register for another examination slot to re-sit your examination immediately after your failed examination attempt.

Q10. Am I allowed to register for more than one examination at the same time?

A10. You are allowed to register for multiple examination papers for different dates and time within the same transaction in the IBF Portal. However, you are not allowed to register for multiple examination papers within the same examination session (i.e. same examination date and time).

Do note that where you have registered for the same examination paper for different dates and times and in the event that you passed the examination on your first or earlier examination attempt(s), no refund or cancellation of the subsequent registered examination session(s) will be awarded. You will be considered as "Absent" for the subsequent session(s).

Each IBF exam session has limited seats and booking is on a first-come-first-serve basis. When you register for multiple examination sessions for an examination module and eventually decides that you do not require the extra sessions, you have effectively taken up the seat that would otherwise be available for booking by other candidates. We discourage this behaviour as it not only deprives other candidates from taking their examinations and is also an opportunity cost to IBF. Hence, IBF would not consider refund of examination fees in such circumstances.

Q11. What modes of payment does IBF accept for registration?

A11.

- i. For individual registrations, you can only pay by credit card (VISA or Mastercard).
- ii. For corporate registrations, the company can pay by credit card (VISA or Mastercard) or bank transfer. If your company is an IBF Member, you may request to have the invoice billed to your company, and the credit terms are **14 days** from the confirmation of examination registration.

**Please note that debit cards and American Express cards are not accepted for payment.*

Q12. How do I know if my registration or re-registration is successful? Will I receive any form of acknowledgement/ notification for my online registration or re-registration?

A12. Upon successful registration or re-registration of your examination, a tax invoice showing the payment amount will be displayed. For the re-registration of an examination under **a free transfer**, a tax invoice, with zero charge, will be displayed. Please print a copy of the tax invoice for your record.

An email confirmation of the registration will also be sent to the email address you have provided in your Portal account. You may click on the hyperlink in the email confirmation email. It will redirect you

to the Portal login page. You would be able to view/ print the invoice upon logging in to the Portal account.

Q13. Can I get a refund for the examination fees paid if I made a wrong booking?

A13. No. You are responsible for checking and ensuring, at the time of registration, that you are registering for the correct examination paper, as well as the correct date and session.

IBF will **NOT** entertain any requests for refunds of examination fees unless in extenuating circumstances. For example, in instances of a lockdown on travel. Refunds will only be given to examinations which have yet to take place and will **NOT** be granted for examinations already taken by candidates or in cases where candidates were already graded as “Absent” in the examinations.

Strictly no refund will be awarded on following scenarios:

1. You have registered for the examination module(s) and later realised that you do not need to sit for the examination(e.g. due to exemptions, change of job role, or you have previously passed the examination and result is still valid etc.)
2. You have registered for more than 1 examination sessions for the same examination module(s) and had passed the examination in the first attempt.
3. You did not manage to reschedule the examination within the stipulated transfer deadline.

Q14. Can I reserve a date/seat for the IBF Examinations over the phone / email?

A14. IBF does not accept reservations for examination dates. Examination registrations must be done online via the IBF Portal.

Q15. Why do I need to provide my personal particulars when registering for an examination?

A15. Under the Personal Data Protection Act and “*Advisory Guidelines on the Personal Data Protection Act (PDPA) for NRIC and other National Identification Numbers*”, organisations may collect individuals’ personal data and NRIC, if it is required for regulatory reasons or the organisation is required to verify individuals’ identities to a high degree of fidelity. IBF continues to collect individuals’ personal data including NRIC, as the IBF Examinations comprise regulatory and industry examinations that assess the examination candidates’ competency and application of knowledge relating to various requirements under the relevant rules, regulations or industry requirements.

Q16. Would I have to provide my credit card details to IBF?

A16. Under no circumstances would IBF ask for your credit card details. All credit card details provided by the candidates are done on the eNets payment server. For security reasons, IBF is not allowed to perform online transactions on behalf of the candidates.

Q17. How safe is it to do credit card transactions online?

A17. All registrations through the IBF website where you provide the credit card details will be encrypted using Secure Socket Layer (“SSL”), 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.

Q18. What should I do when I am directed to an "access denied" page when I click on the date for registration?

A18. Your page time limit could have expired. Please refresh your page to continue with your registration.

Q19. Why am I not able to complete the examination registration? Or directed to a blank or error page?

A19. As our registration is 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.

Do clear cache from your internet browser or change to another desktop to register for the examination if you hit an error page for subsequent registration attempt.

Q20. Why do I keep seeing “date and time conflicts with another exam registration” during my attempt to register for an examination?

A20. You must have tried to register for an examination prior to this registration. The previous attempt was not successful, and payment was not completed. Do log in after **30 minutes** from your last registration attempt to register for the examination. Alternatively, you may choose a different examination session from the one you chose earlier.

Q21. If I did not manage to print or download a copy of the invoice after successful registration, how can I retrieve a copy of the invoice?

A21. You may click on the hyperlink “here” in your examination registration confirmation email and log in to your Portal account to view or print a copy of the transaction invoice.

Alternatively, you may log into your Portal account to retrieve the invoice under the tab “View Invoices” on your Portal Examination Dashboard. For first-time examination takers, you can only view the invoice via this route, **1 business day after your registered examination date.**

II. RESCHEDULING OF EXAMINATION DATES

Q22. If I am unable to make it for my examination session, can I reschedule the session to another person?

A22. No, you are not allowed to transfer your examination registration to another person. You are only allowed to reschedule the examination that is registered in your own name. All rescheduling of the examination must be completed **by 12pm, 1 business day prior to the scheduled examination date.** An administrative fee of **S\$81 (inclusive of GST)** will be charged for each rescheduling of the examination session.

Q23. I have signed up for the wrong examination date/session and would like to change to another date/session. Am I allowed to do so?

A23. Yes. You are only allowed to reschedule your examination session to a different date **or** time subject to an administrative fee of **S\$81 (inclusive of GST)** for each reschedule.

*The reschedule must be done **by 12pm, 1 business day prior to the scheduled examination date.** You may do the reschedule online and pay via VISA/MASTER Card. You are responsible for checking and ensuring, at the time of registration, that you are registering for the correct examination paper, as well as the correct date and session. IBF will **NOT** entertain any requests for refunds of examination fees.*

Q24. If I cannot make it for my examination, is there any way that I could defer my examination date/session and how long is the notification period to IBF?

A24. You can reschedule to another examination date/session online and there will be an administrative fee of **\$81 (inclusive of GST)** for each reschedule of examination date.

You need to reschedule your examination date **by 12 pm, 1 business day prior to the original examination date.** Rescheduling of examination must be done online on the IBF Portal.

Q25. I need to reschedule my examination session. To which date/period can I reschedule the examination session?

A25. You can reschedule your examination session to an available examination session shown on the examinations calendar, accessible via your Portal account (i.e. if you are registered for an examination in March and intends to reschedule the session to a later date in Dec, this will not be possible. You can only reschedule to an examination session either in Apr or May, subject to availability.) Please also refer to A3, A4 and A5.

III. CHANGES TO EXAMINATION REGISTRATION OR CANDIDATE DETAILS

Q26. I have registered for my examination with the wrong name. Am I allowed to make any changes?

A26. Yes. You must log into your Portal account, **1 business day before 12pm of your examination date** to update your name and save the updates via the profile page in your Portal account.

Please note that any changes to your name on the day of the examination itself, is strictly **NOT** allowed. **You will not be allowed to sit for the examination if you have not updated your name by the stipulated deadline.**

Q27. I have registered for my examination with an outdated / invalid identification number. Am I allowed to make any changes? Can I update my identification number?

A27. You may request to change or update your identification number provided during the examination registration. You must write to IBF Examinations (exams@ibf.org.sg) **by 12pm, 3 business days prior to your registered examination date** with supporting documentation.

Please note that any changes to the identification number on the day of the examination itself is strictly **NOT** allowed. **You will not be allowed to sit for the examination if your request for change is not submitted to IBF by the stipulated deadline.**

Q28. I registered for my examination using my passport identification number, but I will not have my original passport on the day of the examination because of visa processing / passport renewal reasons. What other valid identification documentation can I present on the examination day in order to be allowed to sit for my examination?

A28. You can present the original documentation from the Embassy or Immigration Office which states the passport number/identification number which you had used to register for the examination.

Q29. I registered for my examination using my Employment Pass number (FIN/ EP no.), but I will not have my FIN/ EP card with me. Can I still sit for the examination?

A29. Yes, if you bring along the following on the day of your examination:

- a) the In-principle approval letter (IPA) from the Immigration and Checkpoint Authority of Singapore (ICA) stating the FIN/ EP no. and your current passport no. **and**
- b) the physical copy of the passport stated in the IPA letter; **or**
- c) Singpass login if you have an active Singpass Account.

Otherwise, **you will not be allowed to sit for the examination. No fee refund or transfer of the examination will be awarded.**

Q30. I have signed up for the wrong examination module. Am I allowed to change to another module?

A30. No. Changes in examination modules or papers are **NOT** allowed.

Q31. Am I allowed to transfer my examination registration to another person or candidate?

A31. No. Transfers of registrations to other persons or candidates are strictly **NOT** allowed. Please also refer to A22.

IV. ON THE EXAMINATION / ASSESSMENT DAY

Q32. I have registered for an exam but unable to attend on my examination day due to personal reasons e.g. medical leave. How do I reschedule the examination date?

A32. If you are unable to sit for your exam due to the following exceptional circumstances (non-exhaustive):

- a) Sickness or ill health, with a valid medical certificate (MC);
- b) Compassionate reasons e.g. bereavement of immediate family members;
- c) Disabling accident or injury to self;
- d) Court appearance (self); **or**
- e) National Service (NS) in accordance with the Enlistment Act 1970.

You must write to IBF Examinations (exams@ibf.org.sg) on the personal reasons **with a copy of the relevant supporting documents e.g. medical/ hospitalisation certification, death certificate, court or NS notification etc. within 3 business days from the original examination date.** IBF will grant you a “free reschedule” for the examination session. Please note that you must log into your IBF Portal account to reschedule your new examination date, latest, **by 2 weeks from the end date of your medical certification/ end date stated in your supporting document.**

If you fail to reschedule the examination within the stipulated timeline, the fee waiver will expire, and you must pay full fees to re-register for the examination. No further extension of expiry date will be awarded.

Q33. What if I am unable to meet the deadline for a free reschedule of my examination session?

A33. No further extension of expiry date will be awarded, as you had been given **2 weeks from the end date of your medical certification/ end date stated in your supporting document** to complete the free

examination transfer. You will need to register for a new examination sitting and payment of the full examination fees.

Q34. Are medical certificates (“MCs”) from Traditional Chinese Medicine (“TCM”) practitioners recognised by IBF?

A34. Yes. IBF will recognise MCs that are issued by licensed healthcare institutions registered with the Singapore Medical Council, TCM Practitioners Board or the Singapore Dental Council.

Q35. What identification documents are required when I turn up on the day of the examination?

A35. You must bring your **original valid photo identification document** (NRIC, passport, Employment Pass, Singapore driver licence, SAF Identity Card) that was used to register for the examination. You can also use the identification document (NRIC, Permanent Resident, Foreign Identification Number (FIN)) in your Singpass mobile app as proof of documentation.

Candidates are responsible for ensuring that the name and identity number on the identification document matches the information provided to IBF during examination registration. Please refer to the [IBF Examinations Rules & Regulations](#) Points 3.1 and 4.1 for more information.

Q36. On the day of the examination, what would happen if I forgot to bring my identification document, or I brought an identification document where the name and identity number did not match the information provided to IBF during examination registration?

A36. You will not be allowed to sit for the examination without proper identification and you will have to re-register for another session. As the examination administrator, IBF has to fulfil its obligation to verify candidates’ identity before they are permitted to take an examination. **No refund of examination fees will be given.**

Q37. What would happen if I realised that I made a mistake in my examination registration details on the day of my examination?

A37. You will not be allowed to sit for the examination, and you will have to re-register for another session. As a candidate for a professional licensing examination, it is your responsibility to ensure that you have registered with your complete and correct personal details, including your full name, identification number, etc. **No refund of examination fees will be awarded.**

Q38. What time should I arrive for my examination?

A38. You are advised to arrive at the IBF Assessment Centre at least **15 minutes** before the start of your examination. IBF Assessment Centre is located at 20 Anson Road, Twenty Anson, #05-01, Singapore

079912 and all candidates must register at the reception counter of the Building before they can proceed to the IBF Assessment Centre.

Q39. What would happen if I arrived late for the examination?

A39. A grace period of **15 minutes** after the commencement of the examination is granted for latecomers. If you arrive more than **15 minutes** after the commencement of the examination, you will not be allowed to sit for the examination and will be graded as “Absent” for that examination. **No fee refund or transfer of the examination will be awarded.**

Q40. What kind of items am I allowed to bring into the Examination Room and leave on the examination desk?

A40. Please refer to the Personal Belongings Policy set out in the [IBF Examinations Rules & Regulations](#) Point 4.3. Candidates are to place all their personal belongings (including wallets, electronic devices, etc.) in their bags on the floor beside their seats. ONLY the following items are allowed to be placed on each candidate’s desk:

- (i) Candidate’s identification document (i.e. NRIC, Passport, Employment Pass, Singapore Driver’s licence, SAF Identity Card);
- (ii) Non- programmable calculator (refer to the [IBF Examinations Rules & Regulations](#) Point 4.4); and
- (iii) 2B Lead Pencils (non-mechanical);
- (iv) A Bottle of Water.

Note: Blank papers will be provided by IBF for rough workings and calculations.

Candidates who arrive early will be allowed to revise for the examination at their seats but will be required to keep all reference materials and devices (including handphones) in their bags prior to the start of the examinations.

V. STUDY GUIDES

Q41. Will IBF provide study guides upon registration for the IBF Examinations?

A41. Yes. Upon successful registration for an examination, you can access the pdf copy of the study guide via your IBF Portal account.

Q42. Will my access to the study guide expire?

A42. Yes. Your access to the study guide will expire on the day of your registered examination.

Q43. Will I still be able to access the study guide if I reschedule my examination?

A43. Yes. Your access to the study guide will be extended till your revised examination date.

Q44. Will I be informed if there is an update to the study guide?

A44. IBF will inform all registered candidates if there are major updates to the study guide. For minor updates, candidates are expected to refer to the [Study Guides Updates](#) page on the IBF website.

Q45. Can I purchase a hard copy of the study guide?

A45. No. IBF does not print or sell hard copy study guides.

VI. Examination Preparation

Q46. How much time do I need to spend to prepare for my examination?

A46. The recommended study hours for the IBF Examinations are shown below. The actual number of study hours required will vary depending on individuals' prior knowledge & experience.

Examinations	Recommended Minimum No. of Study Hours
Regulatory Examinations Licensing Examinations (CMFAS): M1A, M1B, M2A, M3, M4A, M10 Industry Examinations: FMRP, CACS Paper 1.	50 – 80 hours
Product Knowledge Examinations Licensing Examinations (CMFAS): M6, M6A, Industry Examinations: CACS Paper 2.	60 – 80 hours

Q47. What types of questions will be tested in the IBF Examinations?

A47. The study guides contain samples of the types of questions that will be tested in the examinations. Please also refer to A54.

You should also read the section on “Important Notes about the Examination” in your study guide, which sets out the examination format, duration, passing mark and chapters that would not be tested in the examination.

Q48. If I just read the study guide, will I be able to answer all the questions and pass the IBF Examinations?

A48. While your study guide is a key reference for the content that will be tested in the examination, it is also important that you understand the fundamental principles of the rules, codes of conduct and products that are covered. We would encourage you to also refer to the relevant rules, codes or other textbooks in the study guide footnotes and recommended readings if you do not fully understand the concepts in the study guide.

IBF will be progressively revising its examinations to include more application-based questions so as to ensure that individuals are able to apply their knowledge to a particular regulated activity or job role. These questions will test on concepts in the study guide but may not be directly referenced from the study guide.

Q49. What are application-based questions?

A49. Application-based questions test a candidate’s ability to apply knowledge and concepts (for example, to determine, analyse, establish, predict, solve) in practical work situations.

Examples of application-based questions:

Regulatory Exams

Example

Topic – Minimum Entry and Exam Requirements

Jasmine is 23 years old and has just graduated from university. She and her brother, Mark, want to become Trading Representatives. Mark is older than Jasmine and has been living overseas for the last 10 years, where he ran a successful stockbroking business but he recently ran into financial difficulties. Hence, he decided to return to Singapore to set up a business with Jasmine.

Based on the above facts, who is eligible to be registered as a Trading Representative?

- a. Both Jasmine and Mark are eligible
- b. Only Jasmine is eligible
- c. Only Mark is eligible
- d. Neither Mark nor Jasmine are eligible

Product Knowledge Exams

Example

Topic – Warrant Valuation

ABC Limited (“ABC”) has a call warrant with the following details:

Share price (S) = \$5.90

Exercise price (X) = \$6.00

Warrant price (WP) = \$0.35

Conversion ratio (n) = 2

Calculate the intrinsic value, conversion price and premium of ABC’s call warrant.

- a. Intrinsic value = \$0; Conversion price = \$6.70; Premium = 13.6%
- b. Intrinsic value = \$0; Conversion price = \$5.30; Premium = 10%
- c. Intrinsic value = \$0.10; Conversion price = \$6.70; Premium = 13.6%
- d. Intrinsic value = \$0.10; Conversion price = \$5.30; Premium = 10%

Q50. Is there any training course that I can attend to prepare for the IBF Examinations?

A50. There are various training providers that run preparatory courses for the IBF Examinations. However, IBF does not vouch for the quality of these courses as they are provided by third party providers.

VII. TAKING THE IBF EXAMINATIONS

Q51. How do I access the examination system to take my examination?

A51. Candidates can only access the examination system using:

- (i) IBF Portal login username and password, **OR**
- (ii) Singpass.

It is important that all registered candidates, both individuals and corporate registered candidates, create and activate in advance, an individual account on the IBF Portal. Examination candidates should have the accounts handy before arrival at the IBF Assessment Centre.

Candidates who do **NOT** have access to their Singpass Account, Portal Account or have forgotten their Portal login username and password will not be able to take the examinations. Examination fees will not be refundable.

Upon successful log in to your Portal account, you will be directed to the IBF Portal Account Home Page. Go to the “My Exams” tab and click the “Take test” button under the “Upcoming Exams” section.

A video guide on how to access and navigate the examination system is available at candidates’ examination terminals. Candidates are advised to arrive at the IBF Assessment Centre **15 minutes** before their registered examination session to familiarize themselves with navigating the system.

Q52. What if I forgot my IBF Portal Login Username and/or Password on the day of my examination?

A52. Candidates who are unable to access their Singpass Account, Portal Account, or have forgotten their Portal login username and password will not be able to take the examinations. **Examination fees will not be refundable.** If you have forgotten your Portal login username and/or password, please reset your username and/or password by clicking the “Forgot your password?” or “Forgot your username” in the IBF Portal Login page, **1 day before the examination.**

Q53. What should I do if I accidentally close my browser or was disconnected from my examination during my examination session?

A53. Please inform the Invigilator immediately. You should be able to resume your examination by re-logging in to the Portal Account.

Q54. What types of examination questions will be used in the IBF Examinations?

A54. There are three types of questions:

- *Multiple Choice Questions (MCQs)* – These questions will have only 1 correct answer. Each question carries 1 mark.

- *Multiple Response Questions (MRS)* – These questions have multiple (between 2-4) correct answers. All correct answers must be selected to score 1 mark. Otherwise, no marks will be awarded.
- *Case Study Questions* – These questions are used in the Product Knowledge examinations (e.g. CMFAS M6, M6A, CACS Paper 2). The questions will consist of a case scenario and 3-4 related MCQ or MRS questions. Each MCQ or MRS question carries 1 mark.

Q55. What is the format of the examination like?

A55. Examination questions are split into Section 1 and Section 2. Not all examination modules have 2 sections.

- Section 1 comprises Multiple Choice Questions (MCQ) and Multiple Response Questions (MRS).
- Section 2 consists of Case Study Questions, which can be MCQs or MRS. You are required to complete both sections, where applicable.

MCQs are questions that have only 1 correct answer option whilst MRS are questions that have 2 or more correct answer options. You can identify MRS by the sentence “Select all options that apply” in the question. The system will **NOT** prompt you on the maximum number of correct answer options for MRS.

You can toggle between answering the questions in Section 1 and Section 2 during the examination.

Before submitting your examination paper, please check and make sure that you have answered all the questions in the applicable sections.

Q56. During my examination, I was unsure about some of my answers. I answered those questions and marked those questions as “Revisit Later”. Will those answers be considered in my final score?

A56. All correctly answered questions, including those marked as “Revisit Later”, will be tabulated in the final score.

Q57. Will any marks be deducted for the wrong answers during the examination?

A57. No.

Q58. After submitting the examination and viewing my result, can I leave the examination room immediately?

A58. Please ensure that you have logged out of your Portal account before raising your hand to signal to the Invigilator, that you have completed your examination. You are only allowed to leave the exam room with the Invigilator's approval.

VIII. EXAMINATION RESULTS, GRADING AND RESULT SLIPS

Q59. What are the examination grades for the IBF Examinations?

A59. You will be awarded with a grade of "Pass", "Fail" or "Absent" on your examination.

Q60. Will I be able to tell how well I did on my examination?

A60. You will only know the grade, i.e. "Pass" or "Fail" of your examination. Score band and "Weakness Analysis" section will not be shown on the result slip.

Q61. Can I find out which questions I have answered correctly?

A61. No. All examination results awarded by IBF are final. IBF will not entertain any appeals or requests for rechecking of results under any circumstances.

Q62. When will I know my results?

A62. You will be able to view the grade of your examination i.e. whether you "Pass" or "Fail" on the screen after you have submitted your examination. You will be able to access an e-copy of your examination result slip by logging into your IBF Portal account, **1 day after your examination.**

Q63. Will I get a certificate on passing my examination?

A63. No. You will not receive any printed result slips or certifications after your examination. You may download and print a copy of your examination result slip from the IBF Portal, **1 day after your examination.**

Q64. What if I want to have a printed embossed copy of my examination results?

A64. You can submit a duplicate result slip request via your IBF Portal 'Exam Module' under the "Request Duplicate Result Slip" tab. There is an administrative fee of \$50.76 (inclusive of GST) for each result slip purchase. IBF will mail the duplicate Result Slip to your delivery address **within 7 business days.**

Q65. I noticed that I could view online copies of my past examination results on the IBF Portal. Can I use these online copies of my examination results as official result slips?

A65. Yes. Your examination results can be viewed and downloaded from your Portal account. It can be used as evidence of your official examination results. If you wish to obtain a printed result slip, you may request for a duplicate Result Slip online through the IBF Portal. Please also refer to A64.

Q66. I have previously attended and completed a CMFAS-related Non-Examinable Course conducted by IBF in 2003. Can I request for an IBF letter to show that I completed the training?

A66. Yes. Please write to IBF Examinations (exams@ibf.org.sg) stating the company you were with during that period, together with your Full Name. Do note that there is an administrative fee of S\$50.76 (Inclusive of GST) per letter. The letter will be mailed to your delivery address **within 14 business days**.

Q67. In the event of any unforeseen circumstances (e.g. natural disasters, technical failures, other emergencies, etc.) and IBF decides to conduct a paper-based examination, when will I receive my examination results?

A67. The examination results for paper-based examinations will be posted to candidates **within 14 business days from the date of the examinations**.

IX. ONLINE EXAMINATIONS

Q68. How often does IBF conduct online examinations?

A68. Online examinations are offered by IBF as a Business Continuity Measure. Onsite examinations at IBF Assessment Centre will continue to be the default mode for IBF Examinations.

IBF would offer online examinations under exceptional circumstances, such as when IBF Assessment Centre is not accessible due to a BCP event or for candidates based overseas who are unable to take these examinations in person due to travel restrictions.

To cater to the needs of candidates arising from such exceptional circumstances, IBF would conduct one online examination session on a quarterly basis, generally on the last Monday (or the next working day if the Monday is a public holiday in Singapore) of the end of each quarter (i.e. March, June, September and December). This takes effect from July 2022.

Q69. How do I register for the online examinations?

A69. Registration for online examinations **must be submitted by the financial institutions (FIs)** which employ the candidates using the Candidate Registration Form accessible [here](#). **The Form must be submitted to IBF via email at exams@ibf.org.sg with subject header “Online Examination Registration”, no later than one month before the date of the online exam, unless otherwise specified by IBF. FIs should password protect the Form and inform IBF of the password by sending a separate email to the same email address and same subject matter.** Pl note that it is important for FIs to label the subject header correctly to ensure that appropriate attention is given to the registration of your candidates. Upon receipt of the Candidate Registration Form from the FIs, IBF will provide FIs with the Information Pack containing the following documents for their information and dissemination to the candidates 2-3 weeks before the date of the examination:

- Information Notes to FIs;
- Information Notes to Candidates;
- The relevant Study Guides;
- IBF Online Examination Rules & Regulations;
- Online Examination Test-Taker Guides; and
- Online Examination Troubleshooting Guides.

IBF will send the invoices for the examination fees payable to the FIs. FIs are required to make payment in accordance with the payment instructions and by the deadline stipulated in the invoices.

Q70. How can I install the Mettl Secure Browser (MSB) in my computer/laptop before taking the online examination?

A70. Please refer to the information pack disseminated to candidates via their respective FIs for more details. Please also refer to Q69.

Q71. What are the examination fees for online examinations? Why is IBF charging higher fees for online examinations?

A71. IBF has revised the examination fees for online examinations as set out in the Table below. The revised fees, which **take effect from September 2022**, take into consideration the additional costs for the conduct of online examinations.

Module	Revised Fee (Inclusive of GST)			
	Member		Non-Member	
	1st attempt	Subsequent attempt	1st attempt	Subsequent attempt
CMFAS M1A	648.00	561.60	734.40	648.00
CMFAS M1B	648.00	561.60	734.40	648.00
CMFAS M2A	777.60	691.20	864.00	777.60
CMFAS M3	777.60	691.20	864.00	777.60
CMFAS M4A	777.60	691.20	864.00	777.60
CMFAS M4B	777.60	691.20	864.00	777.60
CMFAS M6	648.00	561.60	734.40	648.00
CMFAS M6A	648.00	561.60	734.40	648.00
CMFAS M10	1,080.00	907.20	1,252.80	1,080.00
CACS Paper 1	1,425.60	1,339.20	1,728.00	1,641.60
CACS Paper 2	1,425.60	1,339.20	1,728.00	1,641.60
FMRP	648.00	561.60	777.60	691.20