

## IBF EXAMINATIONS FAQs

### 1. REGISTRATION

**Q1. How can I register for the CMFAS / CACS / FMRP / CBCE Examinations (“IBF Examinations”)?**

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

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

A2. Please login to the IBF Portal to view the available examination dates.

**Q3. Can I register for other dates that are not shown on the IBF examinations schedule?**

A3. No. Only the dates shown on as available on the examinations calendar schedule are open for registrations.

**Q4. Do I need a user name and/or password to register for the IBF Examinations online?**

A4.

i. For individual registration:

You will need to create an Individual Account with a user name (i.e. your NRIC / passport / FIN number) and password.

ii. For corporate registration:

You will need to apply for a Corporate Account with a user name, password and UEN. With a Corporate Account, authorised persons of the company can do group registrations for the company’s staff.

**Q5. When is the next available examination date and how often are the examinations conducted?**

A5. There are several examination sessions each week. The examinations will commence at either 9.30am or 2.30pm. To check for the available dates/sessions, please log into the [IBF Portal](#). Only dates or sessions shown on the pop-up calendar can be selected for registration.

**Q6. How often will new examination dates be released on the IBF Portal?**

A6. New dates will be released on the IBF Portal on a monthly basis.

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

A7. Financial institutions / organisations must create a Corporate Login Account on the IBF Portal. Please go to the IBF Home page ([www.ibf.org.sg](http://www.ibf.org.sg)) and click on “Portal Login”, followed by “Sign up here” to create an account. Please note that only 1 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 IBF. Can I still register for the examinations at the member rate if I register as an individual online?**

- A8. Yes. To enjoy member's rate, you will have to register through their your 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 which will be sent to the candidate's unique corporate email address

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

- A9. You may register for a re-sit immediately by registering for the next available assessment date.

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

- A10. Yes. You are allowed to register for multiple examination papers within the same transaction on the IBF Portal. However you are not allowed to register for multiple examination papers within the same exam session (i.e. same exam date and time).

**Q11. What modes of payment do you accept for registration?**

A11.

- i. For individual registrations, you can pay by credit card (VISA or Mastercard).
- ii. For corporate registrations, you can pay by credit card (VISA or Mastercard). Companies which are IBF Members 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 is successful? Will I receive any form of acknowledgement/notification for my online registration?**

- A12. Once your online registration is accepted by us, a tax invoice will be displayed (*please print a copy for your record*). An email confirmation will also be sent to the email address you have provided to IBF. You can also view and reprint your invoice once you have successfully registered by logging into your account in the IBF Portal.

**Q13. Can I get a refund for the examination fees paid?**

- 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, for example in instances of sickness, business or travel arrangements, etc. The only cases where IBF would consider granting refunds are for cases of serious illness or bereavement, and you will need to produce supporting documents as may be required by IBF. Refunds will only be given to examinations which have not yet taken place, and will NOT be

granted to previous examinations taken by candidates or in cases where candidates were absent from their examination.

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

A14. IBF will not accept examination reservations over the phone. Examination registration must be done online via the IBF Portal.

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

A15. The information is required for us to better understand the profile of our examination candidates and to better serve their professional development needs. You are only required to fill in their personal particulars once when you register for the 1<sup>st</sup> examination at IBF. You will not be prompted again for the same information during subsequent registrations.

**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 candidate is done on the eNets payment server. For security reasons, IBF is not allowed to perform online transactions on behalf of the candidate.

**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 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.

**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. Try to refresh your page to continue with your registration.

**Q19. Why am I directed to a "registration full" page after entering my registration details?**

A19. As our registration system allocates seats based on a first-come-first-serve 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.

## 2. RESCHEDULING OF EXAMINATION DATES

**Q20. If I am unable to make it for my examination session, can I reschedule the session to another person?**

A20. No, you are not allowed to transfer their assessment registration to another person. You are only allowed to reschedule the examination in your own name. You have to reschedule the examination **by 12pm the working day** before the original examination date. An administrative fee of \$75 + GST will be charged for each rescheduling of exam session.

**Q21. 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?**

A21. Yes. You are only allowed to reschedule to another date **or** session subject to a rescheduling fee of S\$75 + GST for each rescheduling. The rescheduling must be done **by 12pm the working day** before the original examination date. You may do the rescheduling 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.

**Q22. If I can't 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?**

A22. You can reschedule to another examination date/session online and there will be a rescheduling charge of \$75 + GST for each reschedule of examination date. You need to reschedule your examination date at least **1 working day (before 12pm)** before the original examination date. Rescheduling of examination must be done online on the IBF Portal.

### 3. CHANGES TO EXAMINATION REGISTRATION OR CANDIDATE DETAILS

**Q23. I have registered for my examination with the wrong name and/or identification number. Am I allowed to make any changes?**

A23. In the event of an error or unforeseen circumstance, you may request to change your name or identification number provided during the exam registration. Please write in to IBF ([exams@ibf.org.sg](mailto:exams@ibf.org.sg)) **before 12pm the working day before your exam date** with your supporting documentation. **Please note that any changes to examination registration or candidate details on the day of the exam itself, are strictly not allowed.**

**Q24. I registered for my examination using my passport identification number, but I will not have my original passport on the day of the exam because of visa processing / passport renewal reasons. What other valid ID can I present on the examination day in order to be allowed to sit for my examination?**

A24. You can present the original documentation from the embassy or immigration office which states the passport number / identification number which you had used to complete your exam registration, in order to be allowed to sit for your examination.

**Q25. I have signed up for the wrong examination module. Am I allowed to change to another module?**

A25. No. Please note that changes in examination modules or papers are **NOT** allowed.

**Q26. Am I allowed to transfer my examination registration to another person or candidate?**

A26. No, transfers of registrations to other persons or candidates are strictly **NOT** allowed.

#### 4. ON THE EXAMINATION / ASSESSMENT DAY

##### Q27. I am on medical leave on my examination day. How do I re-schedule the examination date?

A27. You must contact IBF by telephone at +65 6220 8566 on the day of your examination, and email a copy of your medical certificate (MC) to IBF at [exams@ibf.org.sg](mailto:exams@ibf.org.sg), by the next working day (before 12pm). IBF will then grant a “free reschedule” for the examination session. Please note that you must log into your IBF Portal account to re-schedule your new examination date **within 2 working days from the date your MC was submitted to IBF**. If you do not go online to reschedule your new examination date within the timeline, your free reschedule entitlement will expire and you must re-register for a new examination sitting.

##### Q28. Are MCs from Traditional Chinese Medicine (TCM) practitioners recognised by IBF?

A28. Please note that only a medical certificate (MC) issued by Singapore registered doctors are recognised by IBF. MCs issued by TCM practitioners are not acceptable.

##### Q29. What identification documents are required when I turn up on the day of the examination?

A29. You must bring your **original valid photo identification document** (NRIC, passport, Singapore driver licence) on the examination day. The ID is needed for access to MAS building and for identity verification before you are permitted to take the examination. Please ensure that the ID includes a recent photo of yourself. **Candidates are responsible for ensuring that the name and identity number on the ID matches the information provided to IBF during examination registration.** Please refer to the [IBF Examinations Rules & Regulations](#) for more information.

##### Q30. What happens if I forget to bring my identification document on the day of the examination?

A30. You will not be allowed to sit for the examination without proper identification and you will have to re-enrol 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 refunds of examination fees will be given.

##### Q31. What happens if I realise that I made a mistake in my examination registration details?

A31. You will not be allowed to sit for the examination and you will have to re-enrol 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 refunds of examination fees will be given.

##### Q32. What time should I arrive for my examination?

A32. **You are advised to arrive at the MAS Building AT LEAST 30 MINUTES before the start of your examination.** This is to ensure that you have enough time to clear the MAS Building security and register for the examination at IBF before your examination starts. IBF is located within the MAS Building, and all visitors must clear MAS Security procedures before they can proceed to the IBF Assessment Centre at the 13<sup>th</sup> Floor.

**Q33. What happens if I arrive late for the examination?**

A33. If you arrive **more than 15 minutes after the commencement of the exam, you will not be allowed** to sit for the exam and will be considered as being absent from the exam. The grace period of 15 minutes after exam start time is to provide for exceptional and extenuating circumstances only.

**Q34. What kinds of items am I allowed / not allowed to bring into the Assessment Centre?**

A34. You will be only be allowed to bring in items listed in the Personal Belongings Policy of the [IBF Examination Rules & Regulations](#)). All other personal belongings (including wallets, electronic devices, etc.) are to be placed in the designated lockers, and will not be permitted in the Assessment Centre.

**Q35. During my examination, I was unsure about some of my answers and marked those questions with “question mark”. Will those answers be considered in my final score?**

A35. All answered questions, including those marked with ‘question mark’ will be tabulated into the final score after the exam.

## 5. STUDY GUIDES

**Q36. Will IBF provide study guides upon registration of the IBF Examinations?**

A36. Upon successful registration of the examination, you can log into their IBF Portal account to access a complimentary electronic copy of the study guide (e-book) or to download a PDF copy of the guide.

Please note that access to the latest version(s) of the study guide(s) will be deactivated after the candidate has sat for the examination. If you need to re-sit for the examination, you will be granted access to the e-book again once they have successfully registered and made payment to re-take examination.

If you are registered for an examination, you may also purchase a hardcopy of the study guide online at an additional fee. Please log into the IBF Portal to purchase a hardcopy of the study guide.

**Q37. How do I purchase a hard copy study guide?**

A37. You may purchase a hard copy study guide online on the IBF Portal when you register for an examination, or after you have registered for an examination. Hardcopy study guides are available at an [additional fee](#).

**Q38. When can I collect my study guide if I choose to purchase a hard copy study guide?**

A38. All hardcopy study guides purchases will be couriered to the candidates.

**Q39. I have requested for the study guide to be delivered to me. How soon can I receive it?**

A39. The study guide will be dispatched out via courier by the next working day (Mon to Fri, between 2pm to 6pm). You should receive your copy of the study guide within 5 - 7 working days.

**Q40. What happens if I am not available when the study guide is delivered?**

A40. The courier staff will leave a calling card if the delivery is unsuccessful. You will have to follow the instruction on the card to retrieve the study guide.

**Q41. Is it possible to deliver the study guide overseas?**

A41. No. All hardcopy study guides will be couriered to a local delivery address within 5 - 7 working days. If you have a special request, please write in to IBF at [exams@ibf.org.sg](mailto:exams@ibf.org.sg) or call us at +65 6220 8566.

**Q42. How do I login to access the e-Book version of the study guide?**

A42. Users can access the e-Book version of the study guide via the IBF Portal after they have successfully registered for an assessment. Users will need to enter their username (NRIC/Passport/FIN) and password to access the e-Book.

**Q43. Is there an expiry date for access to the e-book version of the study guide?**

A43. You will be given access to the latest version of the e-Book/ PDF versions until the date of your registered examination / assessment.

**Q44. Will there be a change in the expiry date for access to the e-book version of the study guide if I re-schedule my assessment date?**

A44. Yes, the expiry date will automatically be changed to your revised examination date.

**Q45. Will I be informed if there is an update of the study guide?**

A45. IBF will inform all registered candidates if there is major update of the study guide. For minor updates, please be reminded to keep yourself updated of any minor updates to the study guides by checking the [Updates/Changes to Study Guides page](#) of the IBF website.

**Q46. What are the system requirements for using the e-Book version of the study guide?**

A46.

- i. Recommended system requirements for Windows are:
  - Intel Core 2 Dual 2GHz processor and above
  - 1GB RAM
  - 1024 x 768 pixels screen area
  - Windows Vista, XP, 2000
  
- ii. Recommended system requirements for Macintosh are:
  - PowerPC G5 1.8Ghz, Intel Core DuoTM 1.33 GHz or Faster Processor
  - 1GB RAM
  - 1024 x 768 pixels screen area
  - Mac OS X 10.2, 10.3, 10.4, 10.5

**Q47. What browsers can I use to view the e-book version of the study guide?**

A47. The Recommended Browsers are:

- Google Chrome 30 and above (preferred)
- Internet Explorer 10.0 and above
- Safari (on Windows) 5.0 and 5.1
- Safari (on Mac OS) 6.0 and 7.0
- Safari Mobile Browser or iPad 2/3 & iPad Mini using iOS 6 & 7
- Android 4.x and above, Chrome + Android Browser, Samsung Note 7 and 10.1

**Q48. What are the features and functions of the e-Book version of the study guide?**

A48. The features and functions of the e-Book are as follows: (Table showing icons & features of e-book)

Buttons	Description
Flip to Front Cover	Flip to the front cover
Flip to Back Cover	Flip to the back cover
Flip Left	Flip the left page or previous page
Flip Right	Flip the right page or next page
32 - 33	Shows the page number of the current page. Enter a page number to jump to the corresponding page
<b>Page Navigation Box</b>	
Help Tips	Provide the help tips of using FlipViewer Xpress
Information	Provide information about the publisher or the FlipBook
Zoom	Enlarge the page in a detailed view
Search	Search text within the publication
Bookmark	Add bookmark to left or right page and view bookmark list
Notes	Add Note to anywhere on the page and view Notes list
Highlight On	Enter into Highlight mode to start adding highlights to mark important area on pages
Highlight Off	Exit from Highlight mode to stop adding highlights
Full Screen	View FlipBook in full screen mode
Exit Full Screen	Enable FlipBook to exit full screen mode
Start Auto-flip	Enable FlipBook to start auto-flipping, i.e. flipping by its own, at an interval pre-defined by publisher
Stop Auto-flip	Stop the FlipBook from auto-flipping
Table Of Contents	Provide the Table Of Contents of the FlipBook
Thumbnail View	Provide the thumbnails of every page in the FlipBook
Print	Print selected pages in the FlipBook
Settings	Change to your preferred settings, i.e. whether to turn on/off the flipping sound, audio and switch the language of your interface to your preferred language
About Us	Provide the information about IBF, the FlipBook and E-Book Systems, Inc



**Q49. Can mobile devices be used to access the e-book version of the study guide?**

A49. Yes, the following mobile devices are supported:

- Android 4.x and above, Chrome + Android Browser, Samsung Note 7; and
- 10.1 iPhone / iPad ( PDF version only )

**6. SECTION D - EXAM RESULTS****Q50. Will I get any certificates when I pass the examinations?**

A50. At the end of the examination, you will be issued a result slip, which will be final. No further certificates will be issued.

**Q51. What happens if I lose or misplace my results slip?**

A51. You can apply for a Duplicate of the Exams Results Slip from IBF. Application must be submitted through the IBF Portal and hardcopy of your requested duplicate result slip will be couriered to your delivery address as indicated by you during the application. Please note that there is an admin fee of \$47+GST for each results slip and the processing time is 5 – 7 working days A softcopy will be emailed to you at your indicated primary email address. Please note that only the original results slip and hardcopy duplicate results slip from IBF would be considered as official documentation of an examination result.

**Q52. I noticed that I can 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?**

A52. No. The exam results that can be viewed online are for candidates' reference only and are not official result slips. If you wish to obtain an official result slip, you may request for a Duplicate Result Slip online through the IBF Portal.

**Q53. I have previously attended and completed the Non-Examinable Course conducted by IBF. Can I request for any certificates to show that I completed the training?**

A53. Yes. You can apply for a Letter of Completion from IBF. The application must be made in person at the IBF office on Monday-Friday during operating hours. You are required to bring your NRIC/Passport for verification purposes. Please note that there is an admin fee of \$47+GST per letter and the processing time is 5 – 7 working days, after which you may collect the Letter of Completion from IBF.

**Q54. Will any marks be deducted for the wrong answers during the examination?**

A54. No.

**Q55. Can I find out which questions I have answered correctly?**

A55. No. Candidates will only be notified on whether he or she has passed the examination or assessment.