

## IBF EXAMINATIONS FAQs

### I. EXAM REGISTRATION

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

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

**Q2. Do I need a user name and/or password to register for the IBF Examinations online?**

A2.

i. For individual registrations:

Yes. You need to create an IBF Portal Individual Account with a user name and password. After you have verified your email, you will be able to log into your account to register for an examination.

ii. For corporate registrations:

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

**Q3. What are the available dates that I can register for the IBF Examinations?**

A3. Please login to the [IBF Portal](#) to view the available examination dates.

**Q4. Can I register for other dates that are not shown on the IBF examinations schedule?**

A4. No. Only the dates shown as available on the examinations calendar schedule are open for registrations.

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

A5. IBF runs several examination sessions every week. The examinations will commence at either 11am or 3.30pm. To check for available dates/sessions, please login to 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. On the second Friday of every month, new dates for the examinations will be released on a monthly basis.

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

A7. To create a Corporate 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”. Please note that only 1 account may be created per organisation. The organisation 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 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 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) 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 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. 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 of regulatory and industry examinations that assess the exam 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 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.

## II. 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 fee of **\$75 + GST** for each reschedule. The reschedule must be done **by 12pm, 1 working day before the original 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.

**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 fee 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.

## III. 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 ([exams@ibf.org.sg](mailto:exams@ibf.org.sg)) **before 12pm, 3 working days before your registered 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. **You will not be allowed to sit for the exam if your request for correction/change is not submitted to IBF by this deadline.**

**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. 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.

#### IV. 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 / hospitalisation certificate (MC) to IBF Exams at [exams@ibf.org.sg](mailto:exams@ibf.org.sg), **within 1 working day from the original exam date**. 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 your original exam date**.

If you fail to re-schedule the exam within the stipulated timeline, the fee waiver will expire and you must pay full fees to re-register.

**Q28. What if I am unable to meet the deadline for a free reschedule of my examination session?**

A28. You may submit an appeal to IBF ([exams@ibf.org.sg](mailto:exams@ibf.org.sg)) if you are unable to meet the timelines stipulated above due to extenuating circumstances.

**Q29. Are MCs from Traditional Chinese Medicine (TCM) practitioners recognised by IBF?**

A29. Yes. IBF will recognise medical certificates (MCs) that are issued by licensed healthcare institutions that are registered with the Singapore Medical Council, TCM Practitioners Board or the Singapore Dental Council.

**Q30. What identification documents are required when I turn up on the day of the examination)?**

A30. You must bring your **original valid photo identification document** (NRIC, passport, Singapore driver licence) on the examination day. The ID is needed 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](#) (Paras 3.1 and 4.1) for more information.

**Q31. What happens if I forget to bring my identification document on the day of the examination?**

A31. 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.

**Q32. What happens if I realise that I made a mistake in my examination registration details on the day of my exam?**

A32. 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.

**Q33. What time should I arrive for my examination?**

A33. You would be allowed to enter the IBF Assessment Centre from 10.00am for examinations in the morning, and from 2.30pm for examinations in the afternoon. **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.

**Q34. What happens if I arrive late for the examination?**

A34. 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 considered as being absent from the examination. The grace period of 15 minutes after examination start time is to provide for exceptional and extenuating circumstances only.

**Q35. What kinds of items am I allowed / not allowed to bring into the Examination Room?**

A35. Please refer to the Personal Belongings Policy set out in the [IBF Examination Rules & Regulations](#), Para 4.4. All personal belongings (including wallets, electronic devices, etc.) are to be placed in your bag on the floor beside your seat. **ONLY** the following items may be placed on each candidate's desk:

- (i) Candidate's ID
- (ii) Calculator (refer to Calculator Policy below)
- (iii) Lead Pencils (Blank paper will be provided by IBF)

Candidates who arrive early will be allowed to revise for the examination at their seats, but will be required to keep all reference materials in their bag prior to the start of the examination.

## V. STUDY GUIDES AND EXAM PREPARATION

### Study Guides

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

A36. Yes. Upon successful registration for an examination, you will receive an email with a link to the electronic/PDF study guide. Alternatively you can log into your [IBF Portal](#) account to access the PDF study guide.

**Q37. Will my access to the electronic study guide expire?**

A37. Yes. Your access to the study guide will expire after your scheduled examination.

**Q38. Will I still be able to access the electronic study guide if I re-schedule my examination?**

A38. Yes. Your access to the study guide will be extended till your revised examination date.

**Q39. Will I be informed if there is an update to the study guide?**

A39. IBF will inform all registered candidates if there is major update to your study guide. For minor updates, candidates are expected to refer to the [Study Guides Updates page](#) on the IBF website.

**Q40. Can I purchase a hard copy study guide?**

A40. No. IBF has stopped selling hard copy study guides with effect from 9 October 2018. Please refer to Q35 above.

**Exam Preparation**

**Q41. How much time should I spend to prepare for my exam?**

A41. 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
<b>Regulatory Examinations</b> Licensing exams (CMFAS): M1A, M1B, M2A, M3, M4A, M10 Industry Exams: FMRP, CACS Paper 1, CBCE Paper 2	50 – 80 hours
<b>Product Knowledge Exams</b> Licensing Exams (CMFAS): M6, M6A Industry exams: CACS Paper 2, CBCE Paper 1	60 – 80 hours

**Q42. What types of questions will be tested in the IBF Examinations?**

A42. The study guides contain samples of the types of questions that will be tested in the exam. You may also refer to Q46 of the FAQs for more information.

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

**Q43. If I just read the study guide, will I be able to answer all the questions and pass the IBF Examinations?**

A43. While your study guide is a key reference for the content that will be tested in the exam, 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.

**Q44. What are application-based questions?**

A44. 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

IBF 3.png

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

- Intrinsic value = \$0; Conversion price = \$6.70; Premium = 13.6%
- Intrinsic value = \$0; Conversion price = \$5.30; Premium = 10%
- Intrinsic value = \$0.10; Conversion price = \$6.70; Premium = 13.6%
- Intrinsic value = \$0.10; Conversion price = \$5.30; Premium = 10%

#### **Q45. Is there any training course that I can attend to prepare for the IBF Examinations?**

A45. There are various training providers that run preparatory courses for the IBF Examinations. IBF does not however vouch for the quality of these courses as they are third party providers.

## VI. TAKING THE IBF EXAMINATIONS

#### **Q46. What types of exam questions will be used in the IBF Examinations?**

A46. 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 exams (e.g. CMFAS M6, M6A, CACS Paper 2, CBCE Paper 1). The questions will consist of a case scenario and 3-4 related MCQ questions. Each MCQ question carries 1 mark.

#### **Q47. During my examination, I was unsure about some of my answers. I answered those questions and marked those questions as “KIV”. Will those answers be considered in my final score?**

A47. All correctly answered questions, including those marked as “KIV”, will be tabulated in the final score.

#### **Q48. Will any marks be deducted for the wrong answers during the examination?**

A48. No.

## VII. EXAM RESULTS AND GRADING

### Q49. What are the exam grades for the IBF Examinations?

A49. You will be given either a grade of Pass, Fail or Absent on your exam.

### Q50. Will I be able to tell how well I did on my exam?

A50. Yes. In addition to knowing your exam grade, your exam transcript will show the:

- *Score band* – This shows the range that your exam score (in percentage) falls within; and
- *Weakness analysis* – This shows the chapters where your exam performance was the weakest, and is ranked from your weakest chapter to your strongest chapter.

### Q51. Can I find out which questions I have answered correctly?

A51. No. You will however, be able to analyse your performance using the score band and weakness analysis.

### Q52. When will I know my results?

A52. You will be informed of your result immediately after you complete and submit your exam. The system will calculate your score and display your exam result transcript on your screen. You will be able to access an e-copy of your exam result transcript by logging into your [IBF Portal](#) account 1 working day after your exam.

### Q53. Will I get a certificate on passing my examination?

A53. No. You will not receive any printed result slips or certifications after your exam. You may however, download and print a copy of your exam result from the [IBF Portal](#) 1 working day after your exam.

### Q54. What if I want to have a printed copy of my exam results?

A54. You can request to purchase a Duplicate Result Slip through the [IBF Portal](#). There is a fee of \$47+GST for each result slip. IBF will courier the Duplicate Result Slip to your delivery address within 7 working days.

### Q55. 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?

A55. Yes. Your exam results can be viewed online and can be used as evidence of your official exam result. If you wish to obtain a printed result slip, you may request for a Duplicate Result Slip online through the [IBF Portal](#).

**Q56. I have previously attended and completed the Non-Examinable Course conducted by IBF. Can I request for an IBF letter to show that I completed the training?**

A56. Yes. Please write in to [exams@ibf.org.sg](mailto:exams@ibf.org.sg) with a scanned copy of your NRIC/ID. Please note that there is an admin fee of \$47+GST per letter. The letter will be couriered to your delivery address within 7 working days.

**Q57. 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 exam results?**

A57. The exam results for paper-based examinations will be posted to candidates within 5-7 working days.