



Insurance Institute for Asia and the Pacific, Inc.

26th Floor, BPI-Philam Life Bldg. 6811 Ayala Avenue,
Salcedo Village, Brgy Bel-Air, Makati City, Philippines
Tel Nos.: 8813-0169, 8887-7444 to 46, 7753-1488
Fax No.: 8887-7443
Website: www.insuranceinstituteasiapacific.com

MEMORANDUM

TO : All Life Insurance Companies
FROM : Insurance Institute for Asia and the Pacific (IIAP), Inc.
DATE : November 3, 2022
SUBJECT : LIA/VFE Schedule – 2023
(January 9 to December 12, 2023)

Please be advised that the following guidelines for the LIA-VFE will still be followed, despite the easing up of covid protocols, to wit:

1. Reservations for both On-site and Off-site Examinations will be allowed only for sponsoring life insurance companies. This will be treated on a first-come, first-served basis.
2. Requests for exam reservation must be coordinated with the following IIAP Education Staff, namely:

Paula F. Laviña (lavina@iiap.com.ph) – Online Exam

AC M. Rodriguez (acrodriguez@iiap.com.ph) – Proctored Online Exam

Rochelle E. Ulep (rochelle_esguerra@iiap.com.ph) – Off-site/Special Exam

Mary Joy Barsolasco (liavfeexam@iiap.com.ph) – On-site (IIAP)

The name of the sponsoring life insurance company must be indicated, together with names of their respective examinees.

3. There will only be two (2) batches of exams in a day at the IIAP Premises. The schedule is as follows:

(Mondays to Fridays)

- Batch 1 9:00 – 10:00 AM
- Batch 2 10:30 – 11:30 AM

(Saturday)

- 9:00-10:00AM

(Please note that breaks in between exams are provided to allow for sanitation and disinfection of the exam room after each exam).

4. No walk-in examinee will be entertained.
5. IIAP will strictly impose a No Face Mask, No Vaccination Card, No Exam rule.
6. All requirements must be submitted via email 3 days before the scheduled exam. The documents required are the Application Form signed by an IIAP accredited trainer, together with 1x1 photo, government-issued ID, and vaccination card.
7. All scheduled examinees must be at the venue 15 minutes before the in-person exam.

8. Examination fee is P1,000.00 per person. A retake fee of P500.00 will be imposed to those who failed the exam and wish to take the exam again. (Valid for 2 months from the date of the last examination)
9. Examination fees must be paid by the life insurance company at least 3 days before the exam schedule, together with all the requirements. **Individual deposit transaction of examinees is not allowed.** IIAP's bank details will be given upon confirmation of schedule.
10. There will be no re-take of exam on the same day. If an examinee fails and wishes to re-take the exam, he/she must request for another reservation schedule.
11. No companion of the examinee will be allowed in the exam venue. Loitering in the exam premises is strictly prohibited.
12. No refund of examination fee will be allowed.
13. Exam room set-up must be one seat apart.
14. Designated entry and exit points must be provided in all exam venues.
15. Depository of examinees' belongings, bags, books, mobile phones and other materials must be provided in the designated exam venue (for both on-site and off-site exams).
16. **For off-site exam,** Reservations for an exam date and venue will be on a per sponsoring life insurance company basis. The requesting companies will provide the following:
 - A Minimum number of 10 examinees. If there are more than 50 examinees 2 proctors will automatically be assigned.
 - Plane Ticket, Transportation and Meal Allowance of ₱2,500 each proctor, Hotel Accommodation (if needed)
 - If by land, Car Service, Meal Allowance of ₱2,500, Hotel Accommodation (if needed)
 - Examination fees must be paid and proof of payment must be submitted at least three (3) days before the scheduled exam. Exam fee is P1,000 per person and P500 for retake.
 - At least one staff/employee of the insurance company to assist the IIAP Proctor during the exam.
 - Venue that must follow the IIAP's set safety protocol.

Deadline for Submission of Exam Reservation (Quarterly)

1st Quarter – December 9, 2022;

2nd Quarter – March 17, 2023;

3rd Quarter – June 16, 2023;

4th Quarter – September 15, 2022

An email confirming the reserved exam dates will be sent by IIAP to the requesting life insurance company.

17. For Online and Proctored Online Exam

- 17a. Reservations for On-line examinations will be done through a Sponsoring life insurance company.
- 17b. Name of the sponsoring life insurance company must be given, together with the names of examinees.
- 17c. Companies must submit fully accomplished application Form (0930) by the examinees duly signed by the IIAP Accredited Trainer and a scanned copy of any government-issued ID.

- 17d. An examinee must also sign the IIAP Exam Undertaking. (Copy of which is attached).
- 17e. On-line examination fee is P1,200.00 per person. A copy of proof of payment/transaction or deposit slip must be submitted to IIAP.
- 17f. No refund of examination fee will be allowed.
- 17g. After the examinee had submitted all the documents required and had paid the exam fee, the examinee will receive through his/her email the Exam Verification Code. The indicated Verification Code will be used by the examinee to access the online examination. Please note that the verification code will only be valid, as follows.

For Online Exam - Seven (7) days from the date of receipt of the letter. Examinees must take the exam on the allotted date and time indicated to avoid forfeiture.

For Proctored Online Exam - on the date and time indicated in the letter. Failure to appear on the said schedule will mean a “No Show” and therefore the examinee can no longer take the exam and will have to re-apply again. Please note that the examinee must log in on the date and time specified to avoid disqualification.

17h. Examination fees must be collectively paid by the life insurance company. Individual deposit transaction of examinees will not be accepted.

18. Picture-taking or shooting of video before, during and after the exam, is not allowed.
19. IIAP reserves the right to cancel a scheduled exam, if deemed necessary, in case of extraordinary situations related to Covid -19 restrictions or inclement weather or other acts of nature.
20. All online exam guidelines must be **strictly observed**. Any breach of any of these protocols will result to disqualification of the examinees.

EXAMINATION REMINDERS

ONLINE / ONLINE PROCTORED EXAMINATION

Before the examination:

1. Please ensure that the examinee has a minimum internet speed of 5 Mbps, during the examination. (*Mobile Data is not allowed*)
2. Examinee is required to use a laptop; if desktop will be used, it must have a microphone, speaker and camera. Use of mobile phone, tablet, palmtop, headset, earphones and other android devices is strictly not allowed during the exam.
3. Examinee must be ALONE in the room where he intends to take the exam. (*Office Cubicle, Internet Café, Laundry Shop and restaurant are prohibited*)
4. The examination must be taken in a well -lit room to ensure the clarity of examinee's face.
5. The table where the examinee is taking the exam must be cleared of all items except his/her laptop or desktop and a valid ID.
6. Examinee must follow the pre-exam instructions closely (i.e., facial recognition, camera movement instructions, environment assessment, etc.)
7. **For Online Proctored Exam only** - For online registration, examinee must log in one (1) hour before the time of the examination.

During the examination:

1. Examinee is PROHIBITED to use mobile phones or other devices while taking the exam nor take a photo of any portion of the exam.
2. Examinee is NOT allowed to engage in other activities while taking the exam.
3. Examinee must have in his possession the same government-issued ID submitted to IIAP earlier. The examinee will be asked to by the system upload the said ID prior to the start of the exam.
4. Examinee must AVOID all unnecessary head/body/ eye movement while taking the exam.
5. Examinee's face must always be in the middle of the screen and detected by the computer camera at all times.
6. If the examinee accidentally drops any item on the floor which he needs to retrieve, he/she may do so but must do it quickly and no longer than 10 seconds.
7. In case of loss of internet connectivity, the system has an auto-save facility which will allow the examinee to log in again and proceed from where he/she left off.
8. The examinee is given 1 hour to answer all the questions. In case the examinee is not finished yet and the time limit has been exhausted, the system will automatically shut off and submit the examination to IIAP and will only include those items with answers within the allotted time.
9. An examinee can go back and review the 50 exam questions he/she answered, before pressing the SUBMIT button.
10. After the examinee has answered all of the questions and pressed "SUBMIT", he/she can no longer go back to review his/her answers. After pressing the said button, the examinee has to wait for the system message "The answer and videos are completely uploaded on the platform".
11. In case the IIAP detects any suspicious behavior of the examinee during the examination, the IIAP can pause or terminate the examination.
12. **For Online Proctored Exam only** - Online Proctored exam allows for exchange of real-time communication between proctor and examinees through the CHAT box.
 - Proctor will be putting a RED FLAG for violations committed during the exam by examinee, as a warning, indicating time of commission and nature of violation.
 - Proctor has the right to terminate exam under the ff conditions:
 - a. Logged in late and proceeded to taking the exam;
 - b. Failure to submit proper environment scan and biometrics
 - c. Committed gross violations such as cheating, undetected face on the screen, talking to somebody, using gadgets, etc.;
 - d. Examinee, despite the red flags, continues to violate exam protocols.

After the examination:

1. Final results of the exam will be released after five (5) working days from the date of the examination.
2. IIAP prepares a Certificate of Completion to those examinees who completed the training and passed the exam.
3. The decision of IIAP, to declare nullity of an exam or disqualify any examinee who was in violation of the aforementioned rules set for this on-line exam, is final.
4. In case of failure in the examination, the examinee can re-take the exam by following the same application procedures set by IIAP for on-line exam.

Please be guided accordingly.




FRANCISCO D. PAPA, JR.
Executive Director