



**Insurance Institute for Asia and the Pacific, Inc.**

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**MEMORANDUM**

**TO** : All Life Insurance Companies  
**FROM** : Insurance Institute for Asia and the Pacific (IIAP), Inc.  
**DATE** : November 6, 2023  
**SUBJECT** : LIA/VFE Schedule – 2024  
(January 8 to December 13, 2024)

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We are pleased to provide the attached guidelines in the conduct and administration of Life Insurance Accreditation – Validating Final Examination (LIA-VFE) for the training year 2024, to wit:

- I. Reservation & Scheduling
- II. Registration of Examinees and Submission of Documentary Requirements
- III. Conduct of Exams for Face-to-Face Exams, Online Exams and Online-Proctored exams.

The guidelines also provide for some Examination Reminders for the candidates, before during and after the exams.

Please be guided accordingly.

FRANCISCO D. PAPA, JR.  
Executive Director

IIAP Guidelines for the Administration of LIA-VFE  
2024

## I. Reservation & Scheduling of Exams

A. The IIAP shall accept reservations for onsite and offsite examinations from the sponsoring life insurance companies. Individual agents are requested to course all application for examinations through their life insurance companies. No walk-in examinees will be entertained. Reservations are taken on a first-come, first-served basis.

B. Schedule. There are two (2) batches of exams at any given day at the IIAP Premises:

(Mondays to Fridays)

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

(Saturday)

- 9:00AM - 10:00AM

C. Request for exam reservation must be coordinated with the following contact IIAP Associates:

Paula F. Laviña ([lavina@iiap.com.ph](mailto:lavina@iiap.com.ph)) – Online Exam

AC R. Flores ([acrodriiguez@iiap.com.ph](mailto:acrodriiguez@iiap.com.ph)) – Proctored Online Exam

Rochelle E. Ulep ([rochelle\\_esguerra@iiap.com.ph](mailto:rochelle_esguerra@iiap.com.ph)) – Off-site/Special Exam

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

Name of the sponsoring company must be given, together with names of examinees.

### Submission of Reserve Special Exam Date (Quarterly)

1<sup>st</sup> Quarter – December 8, 2023

2<sup>nd</sup> Quarter – March 18, 2024

3<sup>rd</sup> Quarter – June 17, 2024

4<sup>th</sup> Quarter – September 16, 2024

## II. Registration of Examinees and Submission of Documentary Requirements

1. All requirements must be submitted via email 3 working days before the scheduled exam.
  - Application Form signed by an IIAP accredited trainer (*see attached New Form*)
  - 1x1 photo
  - Government-issued ID
2. Examination fee is P1,000.00 per person. Retake fee is P500.00 valid for 2 months from the date of the last examination.
3. Examination fees must be paid by the life insurance company at least 3 days before the exam schedule together with the requirements. **Individual deposit transaction of examinees is not allowed.** IIAP's bank details will be given upon confirmation of schedule.

### III. Conduct of Exams for Face-to-Face Exams, Online Exams and Online-Proctored exams.

1. All scheduled physical examinees must be at the venue 15 minutes before the exam.
2. The examination room set-up must be one seat apart.
3. Designated entry and exit points must be provided in all exam venues.
4. 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).
5. No walk-in examinee will be entertained.
6. **For onsite exam**, 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.
7. No companion of the examinee will be allowed in the exam venue. Loitering in the exam premises is strictly prohibited.
8. No refund of examination fee will be allowed.
9. **For off-site exam**, Reservations for an exam date and venue will be on a per sponsoring company basis. This will be done on a first-come, first served basis.
  - a. The requesting companies will provide the following:
    - The required examinees; Minimum of 10 for outside Metro Manila and 25 within Metro Manila. If more than 50 examinees 2 proctors will be assigned; The maximum number per day is 150 examinees.
    - By Plane (Ticket, Transportation and Meal Allowance [₱2,500], Hotel Accommodation [if needed])
    - By land (Car Service, Meal Allowance [₱2,500], Hotel Accommodation [if needed])
    - Examination fees must be paid by the life insurance company at least three (3) days before the scheduled exam. Exam fee is P1,000 per person and P500 for retake.
    - All requirements must be submitted via email 3 days before the scheduled exam. (Application Form signed by an IIAP accredited trainer together with 1x1 photo and government-issued ID)
    - The company must provide at least one staff member to assist the IIAP Proctor during the exam.
    - If there will be changes on the exam venue, please notify IIAP 3 days prior to the scheduled exam.
10. For Online and Proctored Online Exam
  - a. Reservations for On-line examinations will be done through a sponsoring company.
  - b. Name of the sponsoring company must be given, together with the names of examinees.
  - c. Companies must submit fully accomplished application Form (0930) duly signed by the IIAP Accredited Trainer and a scanned copy of any government issued ID.
  - d. An examinee must also sign the IIAP Exam Undertaking. (Copy of which is attached)
  - e. On-line examination fee is P1,200.00 per person same as retake. A copy of proof of payment/transaction or deposit slip must be submitted to IIAP.
  - f. No refund of examination fee will be allowed.
  - g. After the examinee has completed all the documents required and has paid, 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 period 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 should go through a process of re-application. Please note that the examinee must log in on the date and time specified to avoid disqualification.

- h. Examination fees must be collectively paid by the life insurance company. Individual deposit transaction of examinees will not be accepted.
- i. Picture-taking or shooting of video before, during and after the exam, is not allowed.
- j. IIAP reserves the right to cancel a scheduled exam, if deemed necessary, in case of extraordinary situations or inclement weather or other acts of nature.
- k. 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. *(Ex. Office Cubicle, Internet Café, Laundry Shop and restaurant or other public places 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 must be 360 degrees, 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 capture 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 the SUBMIT button is pressed.
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 submit wait for the message that 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 communication between proctor and examinees through the CHAT box.
  - Proctor will be putting a RED FLAG for violations committed 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 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 following the same application procedures set by IIAP on on-line exam.