



## AIF® Candidate Handbook

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## 1. Overview

### Scope of Accredited Investment Fiduciary® Designation

The purpose of the Accredited Investment Fiduciary® (“AIF®”) Designation is to assure that those responsible for managing or advising on investor assets have a fundamental understanding of the principles of fiduciary duty, the standards of conduct for acting as a fiduciary, and a process for carrying out fiduciary responsibility.

### About Fi360 and The Center for Fiduciary Studies

Fi360, Inc. is a business legally incorporated in the state of Delaware. Fi360’s parent company, Broadridge Retirement and Workplace, Inc., (“Retirement and Workplace”) grants authority to Fi360’s Top Management and the Center for Fiduciary Studies (“The Center”) to independently make essential certification decisions related to standards, policies, and procedures of the certifications. The Center is the division of Fi360 that is responsible for the management of the certification program and is comprised of the certain staff and the Certification Oversight Committee and its advisory commissions. Those decisions shall be made independently of and under no influence by any other individual or business entity within or outside of Fi360.

Fi360 has been providing innovative solutions to financial services providers and other investment fiduciaries since 1999. Solutions include the AIF®, AIFA® and PPC® designation programs, fiduciary training programs for organizations and individuals, the Fiduciary Focus Toolkit™ software, and the Fi360 Fiduciary Score® investment scoring methodology.

## 2. Fairness, Impartiality and Non-Discrimination

### **Fairness**

In administering the certification program, Fi360 shall not discriminate or deny opportunity to anyone on the grounds of gender, age, religion, national or ethnic origin, marital status, veteran status, sexual orientation, or disability.

### **Impartiality**

Fi360 adheres to principles of impartiality in all its dealings. Fi360 shall act impartially toward all applicants, candidates and certificants. Fi360 enforces its commitment to impartiality by continually monitoring processes to assure impartiality. Any complaint or indication of partiality is taken seriously and acted upon to mitigate the perceived or reported cause of partiality. Fi360 will not allow external commercial pressures or internal corporate pressures to compromise impartiality.

### **Statement of Non-Discrimination**

Fi360 is committed to principles of equal opportunity and diversity. Eligibility criteria for eligibility, examination, and certification as an AIF® are applied equally to all individuals without regard to race, color, religion, sex, national origin, disability, marital status, veteran status, sexual orientation, genetic information, or other basis protected by federal, state, or local law. All employees of Fi360 are expected

to conduct themselves in the workplace and in regard to certification decisions in a manner consistent with these principles and with the policies specified by Broadridge.

Fairness, Impartiality, Non-Discrimination and related policies are available for public view on the Fi360 website at <https://fi360.zendesk.com/hc/en-us/articles/360015444713-Impartiality-and-Fairness-for-Designation-Decisions>.

### 3. Initial Requirements

There are [five requirements](#) for attaining the AIF® Designation:

1. Enroll in and complete AIF® training that satisfies AIF® training requirements.
2. Pass the [AIF® examination](#).
3. Meet the [experience requirement](#) (prerequisites).
4. Satisfy the [Code of Ethics](#) and [Conduct Standards](#).
5. Submit the application and dues.

All requirements must be met within one (1) year of passing the Examination. After one year, a candidate must retake and pass the exam to meet the examination requirement for certification.

### 4. Training

Completion of AIF® training is required to attain the AIF® Designation. It is available from Fi360 in three formats:

- Self-paced online format (“Online”)
- Virtual classroom (“Virtual”)
- Capstone format (“Capstone”)

Each format varies in the amount of time it takes to complete. Fi360 estimates a candidate should expect to spend approximately 20 – 25 hours to complete the AIF® training and prepare for the AIF® exam. That includes the time it will take to complete training, complete the course assessment questions that come with the online training, read the *Prudent Practices for Investment Advisors* handbook in its entirety, and any additional self-study required to fill in knowledge gaps.

While Fi360 requires training as a prerequisite for certification, its own training is not an exclusive prerequisite when other training with equivalent outcomes exists. The certification is not easier to obtain or less expensive if using Fi360 training versus other qualified providers.

## 5. Examination

A minimum score of 70% correct on the AIF® examination is required to attain the AIF® Designation. The proctored exam is a timed, closed-book assessment of the *Prudent Practices* and methodology, as well as their proper application. It consists of eighty (80) multiple choice questions (of which 70 are scored questions and 10 non-scored trial questions) with a time-limit of one hundred twenty (120) minutes. Re-testing is governed by the [examination retake](#) policy.

The examination must be attempted within one (1) year from the date of its purchase. After one year, access will be revoked and the examination must be repurchased.

## 6. AIF® Exam Blueprint

The exam will include 80 items, of which only 70 will count toward the candidate score. All items will be multiple-choice single-response questions. Candidates will have up to two hours to complete the exam. The outline below shows the number of scored items that will be included in each of the four content domains.

### **1. Organize. Fiduciary Roles and Responsibilities Are Clearly Documented and Defined (17 to 21 items)**

- 1.1. Demonstrate an awareness of fiduciary duties and responsibilities.
- 1.2. Provide investments and investment services consistent with governing documents.
- 1.3. Document the roles and responsibilities of all involved parties, whether fiduciaries or non-fiduciaries.
- 1.4. Identify, then avoid or manage, material conflicts of interest in a manner consistent with the duty of loyalty.
- 1.5. Execute written agreements that are consistent with fiduciary obligations.
- 1.6. Prudently protect sensitive personal identifying information and assets of clients from theft, embezzlement, business disruption, and cybersecurity risks.

### **2. Formalize. The Investment Policy is Consistent with Objectives for the Portfolio and Risk and Return Assumptions (15 to 19 items)**

- 2.1. Identify an investment time horizon for each investment objective.
- 2.2. Identify an appropriate risk level for the portfolio.
- 2.3. Evaluate the distribution of projected portfolio returns in the context of the client's risk and return objectives.
- 2.4. Ensure that selected asset classes are consistent with the time horizon and risk and return objectives for the portfolio.

- 2.5. Ensure that selected asset classes are consistent with implementation and monitoring constraints.
- 2.6. Confirm that the investment policy statement contains sufficient detail to define, implement, and monitor the portfolio's investment and distribution strategies.
- 2.7. Apply environmental, social, and governance (ESG) factors to investment due diligence in conformity to law, regulations, governing documents and the fiduciary obligations of investment decision-makers.

**3. Implement. Decisions Regarding Investments and Services are Implemented in Accordance with the Duties of Loyalty and Care (13 to 17 items)**

- 3.1. Follow a prudent due diligence process to select each service provider and specific products and services.
- 3.2. Implement statutory or regulatory investment safe harbors in compliance with the applicable provisions.
- 3.3. Make and document decisions regarding investment strategies and types of investments in accordance with fiduciary obligations.

**4. Monitor. The Portfolio is Monitored Regularly to Ensure Consistency with Benchmarks and Overall Objectives (17 to 21 items)**

- 4.1. Conduct periodic reviews of investment performance against appropriate market and peer group benchmarks and overall objectives for the portfolio.
- 4.2. Conduct periodic reviews of qualitative and/or organizational changes of investment managers and other service providers.
- 4.3. Conduct periodic reviews of policies for trading practices and proxy voting.
- 4.4. Conduct periodic reviews to ensure that investment-related fees, compensation, and expenses are fair and reasonable for the services provided.
- 4.5. Conduct periodic reviews of the organization's effectiveness in meeting its fiduciary responsibilities.

## 7. Exam Administration

It is critical that all candidates have as similar exam experience as possible. Exam proctors help facilitate this process by ensuring site conditions meet acceptable criteria. The candidate and proctor are both responsible for ensuring proper conditions are adhered to and must report any issues or irregularity to Fi360 in order to preserve fairness and exam security. Regardless of whether in-person or remote proctors are used, the exam site conditions must be met.

Candidates must have a quiet and secure area for taking the exam. The room shall be well lit with a temperature between 60 and 80 degrees Fahrenheit or the candidate must attest that conditions,

including temperature, are sufficient to proceed. Each candidate needs to have their own computer with internet access and not be within 2 feet of any other candidate. Exam aids are not allowed; with the exception of a whiteboard or transparency sleeve over a sheet of paper (i.e. whiteboard substitute) that is completely blank to start the exam serving as a way for the candidate to take notes. The candidate may take notes during the exam but may not copy the content of exam questions or answer choices. Personal belongings (e.g. phones, purses, etc.) shall be placed under the table or outside of the candidate's direct line of sight. Candidates are prohibited from using any other aids including notes, training materials, textbooks, mobile phones, tablets, access to any other computer files, applications, search engines or websites outside of Fi360's LMS system where the exam is being administered during the entirety of the exam. At the conclusion of the exam, the candidate will show the proctor their notes to verify the content of the exam has not been recreated and shall wipe down their whiteboard to the proctor's satisfaction.

Candidates using a remote proctor may be subject to additional requirements such as using a lockdown browser, limiting the number of computer screens or windows, requiring other programs to be closed/blocked, etc.

## 8. Exam Proctors

The examination must be completed under the supervision of an acceptable proctor. The requirement for a proctor helps to ensure the integrity of the examination process as one of the rigorous requirements for attaining certification.

### Acceptable Proctors

- **ProctorU remote proctor:** The primary proctor solution for the majority of AIF® Designation candidates is the Fi360-contracted remote proctor solution, ProctorU. Any AIF® Designation candidate who wishes to take the exam at home and on-demand must schedule with ProctorU. No other remote proctoring solution is authorized for taking those exams. Instructions for scheduling a proctor are provided as part of the training workflow.
- **On-site proctor for group-based training and exam:** For in-person training events arranged by or in consultation with Fi360, an in-person proctor may be arranged for a group exam setting.

**Special accommodations:** In special circumstances, a candidate may request Fi360 approve an in-person proctor for an individual exam attempt (i.e., outside the remote proctoring solution and group-based exam environment). Fi360 must approve the accommodation and the proctor in advance of the exam being administered. See the below section for the special accommodations policy related to exam proctors.

## 9. Proctor Special Accommodations

In special circumstances, a candidate may request Fi360 approve an in-person proctor for an individual exam attempt (i.e. outside the remote proctoring solution and group-based exam environment). Fi360 must approve the accommodation and the proctor in advance of the exam being administered.

A candidate may request a special accommodation under the following circumstances:

- They cannot pass ProctorU technology checks and have no other computer options (ProctorU system check here: <https://go.proctoru.com/users/4251317/system-metrics/new>)
- They cannot install the required ProctorU software for Chrome or Firefox (i.e. firewall blocks the required program(s))
- They do not have access to a webcam
- They can demonstrate how a remote proctor poses a unique hardship

To request, a candidate must notify [Fi360support@broadridge.com](mailto:Fi360support@broadridge.com) 10 days in advance of the requested examination date. The candidate is responsible for securing and scheduling a proctor which will need to be approved by Fi360. The proctor and candidate must be in the same physical location for the exam (i.e. proctor cannot be monitoring candidate via virtual meeting technology). After Fi360 reviews and approves the request and proctor Fi360 will provide the candidate and the proctor detailed next steps.

Examples of acceptable and unacceptable proctors are detailed below.

Acceptable	Unacceptable
<ul style="list-style-type: none"> <li>• <b>ProctorU remote proctoring (primary)</b></li> <li>• Fi360-provided proctor (for event-based examinations)</li> <li>• Fi360 personnel who did not train the candidate and is not deemed an Unacceptable Proctor</li> <li>• Testing center personnel</li> <li>• Public librarian</li> <li>• HR professional</li> <li>• Compliance professional</li> <li>• An Fi360 Designee who is not deemed an unacceptable proctor</li> </ul>	<ul style="list-style-type: none"> <li>• Individual currently enrolled in Fi360 training</li> <li>• Individual currently enrolled in Fi360 exam</li> <li>• Friend</li> <li>• Spouse</li> <li>• Relative</li> <li>• Close co-worker, e.g. anyone in a supervisor-supervisee relationship, someone who has a social relationship with the candidate, or whose objectivity might otherwise come into question.</li> <li>• Non-ProctorU virtual proctoring solutions</li> </ul>

For candidates having difficulty locating an acceptable proctor, the National Collegiate Testing Association (NCTA) maintains a listing of potential testing centers on their website ([HTTPS://WWW.NCTA-TESTING.ORG/INTERACTIVE-MAP](https://www.ncta-testing.org/interactive-map)).



## 10. Experience Requirement

One of the following combinations of education, industry experience, and/or professional development will meet the experience requirement for applying for the AIF® Designation:

- Minimum of two (2) years of relevant experience **PLUS** a bachelor's degree (or higher) **PLUS** a professional designation.
- Minimum of five (5) years of relevant experience **PLUS EITHER** a bachelor's degree (or higher) **OR** a professional designation.
- Minimum of eight (8) years of relevant experience.

Relevant experience is that which has been accrued in a non-clerical role within the financial services (or a related) industry.

A degree must be awarded by an accredited U.S. college or university. International degrees may be substituted for a U.S. degree if they receive equivalency from a third-party evaluation agency that is a member of the National Association of Credential Evaluation Services (NACES).

A professional designation is one conferred by a recognized body within the financial services industry. Candidates must meet all established initial and ongoing requirements and be in good standing. The Center reserves the right to make a final determination on whether a designation meets its criteria.

A candidate who fails to meet the experience requirement may petition to have The Center consider other forms of experience as a substitute for the listed requirements. These may include additional fiduciary and/or investment trainings or qualified references made on the candidate's behalf.

The Center may consider certain coursework as an acceptable substitute to the experience requirement. The Center shall evaluate each program and maintain a list of programs that are accepted for this substitution. The coursework must emphasize topics on the exam blueprint and their applicability to acting as a fiduciary. A candidate must be able to provide documented evidence of having successfully completed an accepted coursework substitution. A qualified education program is not a substitute for the training requirement.

## 11. Code of Ethics

On an annual basis, candidates and designees must review and attest to the Code of Ethics.

I recognize that this Code of Ethics, and its principles and obligations, are in addition to those set forth by any other professional or personal Code of Ethics or Code of Conduct under which I operate. Furthermore, I commit to adhere to both the spirit and letter of this Code of Ethics.

***I will:***

1. Employ and provide the client information on the Prudent Practices when serving as an investment fiduciary and/or advising other investment fiduciaries,
2. Act with honesty and integrity,
3. Take all reasonable steps to avoid or manage material conflicts of interest, and properly disclose any material conflicts that cannot be avoided.
4. Ensure the timely disclosure of relevant and/or material information in a manner that is accurate, complete, objective, and easily understandable.
5. Ensure that my fees and compensation are fair and reasonable by being responsible when determining the value of my services and my form of compensation; taking into consideration the time, skill, experience, and special circumstances involved in providing my services.
6. Acknowledge the limits of my expertise, and refer my clients to colleagues and/or other professionals for assistance with matters which require knowledge, skills, or capacity beyond which I possess.
7. Respect the confidentiality of personal and financial information acquired in the course of my work, and not disclose such information to others, except when authorized or otherwise legally obligated to do so. I will not use confidential information acquired in the course of my work for my personal advantage.
8. Not exploit any relationship or responsibility that has been entrusted to me.
9. Proactively promote and be a steward of ethical behavior in my professional and personal life.
10. Ensure that the promotion of my practice and the interactions I have with others is done in a manner that reflects the best interests of my profession.
11. Work toward the continual improvement of the profession and my organization by sharing ideas and information; offering honest, objective, and constructive criticism to my professional colleagues; accepting criticism of my work as a professional; and taking steps to correct deficiencies.
12. Use corporate assets and resources entrusted to me in a responsible manner.

## 12. Conduct Standards

The Conduct Standards pertain to criminal and civil litigation, regulatory events, and personal and professional conduct. Self-disclosure of such events is required when applying for the AIF® Designation, as is ongoing disclosure.

Each candidate for a designation must meet the following conduct standards; designees must annually review and attest to the Conduct Standards as part of recertification requirements.

### 1. **Status Standards**

No candidate for a designation (or designation holder) may be any of the following:

#### a. **Felon**

A person who, within the last 10 years, has been convicted of, or against whom a guilty plea has been entered with respect to, a felony under the criminal laws of any recognized and relevant jurisdiction (whether federal, state or international).

#### b. **Financial Criminal / Civil Defendant**

A person who, within the last ten (10) years,

- i. has been convicted of, or against whom a guilty plea has been entered with respect to, a crime other than a felony, or
- ii. is or has been the subject of an administrative or enforcement order or disciplinary action by a financial regulatory agency, or
- iii. has been a non-prevailing defendant in a civil or criminal cause of action, which involves misrepresentation, fraud, extortion, conversion, misappropriation, fiduciary breach, theft, or other similar violation of the laws or any administrative rules of any recognized and relevant jurisdiction (whether federal, state or international).

#### c. **Suspended from the investment profession**

A person who has been (a) barred; or (b) suspended within the past two years, as to any form of activity, as a disciplinary measure from registration under the securities laws or regulations (or similar laws or regulations relating to the investment process) of any recognized and relevant jurisdiction (whether federal, state, or international), or from association or affiliation with a self-regulatory organization with legal authority over the investment process.

### 2. **Violations**

A candidate for a designation (or designation holder) who commits any of the following acts or omissions may be subject to sanctions:

#### a. **Status Standards**

Previously violated the status standards more than 10 years ago for felonies or financial criminal/civil defendant violations, or more than 2 years ago for suspensions from the investment profession, but whose violations were deemed to be egregious and inconsistent with fiduciary principles that are central to the reputation of the designation.

- b. **False or misleading statement**  
Intentionally or recklessly makes a misleading statement or omission with respect to a candidate's application for a designation, a designation holder's application for renewal, or during an investigation of a designation holder's satisfaction of these standards.
  - c. **Failure to respond or cooperate**  
Fails to respond to any request for information or otherwise failing to cooperate in any investigation of a candidate's or designation holder's satisfaction of these standards.
  - d. **Failure to report pending action**  
Fails to expeditiously report any violation of the status standards, or any decision by a court, regulatory agency, or administrative agency that is likely to evidence that the designation holder engaged in unprofessional conduct.
  - e. **Bankruptcy**  
Filed for, or been forced into, bankruptcy during the last five (5) years.
  - f. **Code of Ethics**  
Violates or fails to satisfy the Code of Ethics.
3. **Unprofessional Conduct**  
Engages in unprofessional conduct, which may include without limitation (a) any act or omission that results in a civil finding by a court of competent jurisdiction or by arbitration of a fiduciary breach by the candidate or designation holder within the last ten (10) years, (b) any act or omission that results in the divestiture or revocation of a professional designation or license or other reprimand relating to fiduciary conduct, (c) any censure by an administrative agency relating to fiduciary conduct within the last ten (10) years, (d) any negligent, false, or misleading statement or omission with respect to a candidate's application for a designation or during an investigation of a designation holder's satisfaction of these standards, (e) any failure of a designation holder to report to the Center for Fiduciary Studies the designation holder's violation of these Conduct Standards, or (f) any conduct unbecoming of a designation holder or discrediting the designation.
4. **Previous discipline**  
A candidate for a designation (or designation holder) who has previously been the subject of discipline by Fi360, including having their designation revoked or application rejected, is subject to the Designee Qualification and Complaint Procedure.

### 13. Application Process

In order to attain and retain the AIF® Designation, completion of the designation application is required. The application is online-only and available via the Fi360.com website. The application consists of five parts:

1. **Background Info** - This section allows for input of contact information, as well as any financial services-related credentials held that would contribute towards meeting the initial certification requirements.
2. **Education** - Allows for input of the highest post-secondary degree attained that would contribute towards meeting the initial certification requirements. A candidate who has not completed a college degree is not required to complete this section.
3. **Work History** - This section allows for input of work experience accrued in the financial services, or related, industry that would contribute towards meeting the initial certification requirements.
4. **Conduct Standards** - This section allows for responses to questions related to past criminal and civil litigation, regulatory events, and personal and professional conduct. It is designed as a questionnaire to evaluate whether a candidate meets the AIF® Conduct Standards. Any affirmative responses will be reviewed by Fi360's Professional Development staff and may preclude an individual from attaining/retaining the AIF® Designation.
5. **Code of Ethics** - This section allows for attestation to the tenets of ethical conduct required to attain and retain the AIF® Designation and must be read and affirmed.

### 14. Special Accommodations

Fi360 is committed to fair and uniform application of its policies and procedures to all parties. Exceptions are granted, rarely, only when justified by extraordinary circumstances that can be supported with documentation and where the integrity of the designation program is not compromised.

If a candidate believes any policy presents an undue hardship towards obtaining certification, a special accommodation may be submitted. Examples of special accommodations include...

- Requesting an in-person exam proctor (see section 9)
- Alternate experience substitution (see section 10)
- Valid medical, disability, ADA or ESL requests

To request an accommodation, please submit a written description containing:

1. The policy for which the accommodation is being requested,
2. An explanation in favor of the accommodation, and
3. Documentation of the extraordinary circumstance(s) justifying the accommodation.

All special accommodation requests will be reviewed by The Center and should be submitted to [Fi360support@broadridge.com](mailto:Fi360support@broadridge.com).

Please allow ten (10) business days for a written decision from Fi360. All decisions are final.

## 15. Fees

The fee for initial application for the AIF® Designation is the first year's dues, currently set at \$325. Ongoing renewal certification also requires a \$325 dues payment.

### **Refunds**

Dues are non-refundable once an application is submitted. Dues are required annually in order to retain the AIF® Designation. Along with the other ongoing requirements, the dues must be remitted prior to expiration of the designation's active status. Late payments are subject to a non-refundable reinstatement fee. An extended period of lapse will result in additional reinstatement requirements (see <https://fi360.zendesk.com/hc/en-us/articles/204350767-Designation-Reinstatement>).

## 16. Audit

Fi360 randomly audits 5% of new and renewing designation applications. Upon submission, an audit may be conducted to ensure compliance with, and maintain the integrity of, the designation-granting process. Individuals who are selected for a random audit will be notified as such and will have ten (10) business days from the date of the request to respond with any requested documentation. In the event any deficiencies are determined, individuals will have thirty (30) days to correct them (e.g., report additional CE hours).

Examples of requested documentation may include proof of graduation (e.g., copy of diploma, transcript) from an educational institution, proof of employment, letter of good standing for a professional designation/license, and past criminal and civil litigation, regulatory event, and financial bankruptcy records.

Another type of audit is one by an affirmative response to a question within the Conduct Standards Questionnaire. If an applicant submits a violation of the Conduct Standards, the audit is subject to the Qualification and Complaint Procedure and could take up to 30 calendar days to complete. Fi360 may also use the FINRA Broker Check or SEC adviser disclosure databases to assess whether an audited application has potential violations of the Conduct Standard or Code of Ethics.

## 17. Recertification Requirements

The following steps must be completed annually in order to retain the AIF® Designation:

1. [Accrue and report six \(6\) hours of continuing education \(CE\)](#), four of which must be delivered by Fi360 or one of Fi360's approved CE providers.
2. Satisfy the [Code of Ethics](#) and [Conduct Standards](#).
3. Submit the application and dues (\$325).

The renewal cycle is established by the credential award date, rather than a calendar year.

### Continuing Education (CE)

CE must be accrued and reported each year to retain your designation. The CE requirement is effective immediately upon attainment of the designation, and CE hours may be accrued from a variety of sources and activities (see CE policy). Designees must complete new (unique) hours of CE each reporting period - CE modules may not be repeated. All CE is subject to audit by, and final approval from, Fi360.

### Renewal Application

The renewal application must be reviewed and updated in order to retain any Fi360 designation. Any changes in contact information, work history, or education should be noted, and attestations to the Conduct Standards and Code of Ethics are required.

### Dues

The non-refundable dues are required annually in order to retain any Fi360 designation. Along with the other ongoing requirements, the dues must be remitted prior to expiration of the designation's active status. Late payments are subject to a non-refundable reinstatement fee. An extended period of lapse will result in additional reinstatement requirements (see <https://fi360.zendesk.com/hc/en-us/articles/204350767-Designation-Reinstatement>).

### Renewal Notifications

Renewal notices are provided beginning two months prior to expiration of the designation's active status. Because the primary method of contact is email, the domains 'Fi360.com' and 'broadridge.com' should be "whitelisted" to prevent notices from being caught in an email filtering system. Equally important is maintenance of current contact information, especially email address, to facilitate correspondence with Fi360.

### Failure to Renew

If the renewal process is not completed by the last day of the month in which your designation expires, all rights and privileges associated with an Fi360 designation – including use of the licensed trademarks – must be relinquished immediately. Reinstatement following failure to renew is subject to a non-refundable reinstatement fee.

## 18. Designee Qualification and Complaint Procedure

Potential violations of the Conduct Standards or Code of Ethics are subject to the *Designee Qualification and Complaint Procedure*. The policy relates to designee qualification, certification decisions, complaints against designees, revocations of the designation, appeals, and restoration of eligibility.

To submit a complaint, follow the instructions on this website: <https://fi360.zendesk.com/hc/en-us/articles/203684248-Complaint-Procedure>.

## 19. Candidate Application Process

All applicants for a designation from Fi360 must acknowledge that they have read, understand, and agree to the *Candidate Application Statement* and agree to all policies, procedures, and terms and conditions of designation in order to be eligible for the designation. The application statement is agreed to within the Fi360 platform when applying for the designation.

### Candidate Applicant Statement

I hereby apply for certification by Fi360. I understand that my certification depends on my ability to meet all requirements and qualifications. I certify that the information contained in this application is true, complete, and correct to the best of my knowledge and is made in good faith. I understand that Fi360 may need to gather additional information to clarify or supplement this application and I agree to supply it. I further understand that if any information is later determined to be false, Fi360 reserves the right to revoke any certification that has been granted on the basis thereof.

Should I be awarded the designation that I am applying for, I agree to abide by the Fi360 Conduct Standard and Code of Ethics, and to notify Fi360 if at any time I develop the incapacity to perform my professional responsibilities in accord with the standard of the designation that I am seeking or otherwise fall outside of the requirements for the designation.

I acknowledge that I may submit application for accommodation of disability related needs.

Fi360 is the sole owner of the certificates it awards and all associated logos and marks. Should Fi360 suspend my designation at any time, during the suspension I will not display or use the logo or marks of certification or otherwise present myself as being certified. Should Fi360 withdraw my certification at any time, I will cease use of all marks and representations of being certified. If and when I otherwise fail to maintain active status as a designee, I will cease use of all marks and representations of being certified.

In the usage of an Fi360 designation and logo, I will abide by the restrictions and conventions stated in the Candidate Handbook. If notified of misuse by Fi360, I will correct my use of the designation and logo as requested by Fi360.

I hereby release, discharge, and exonerate Fi360, its directors, officers, members, representatives, and agents from any actions, suits, obligations, damages, claims, or demands arising out of, or in connection



with, any aspect of the application process including results or any other decision that may result in a decision to not issue me a certificate.

## Candidate Exam Agreement

- I attest that I (the exam taker) am who I say I am
- I understand that this is closed book, the only acceptable aids are a whiteboard or transparency sleeve over a sheet of paper and a dry-erase marker and that I will wipe down any notes taken during the exam to the satisfaction of the proctor.
- If using a remote proctor, I agree to not write any test questions/answers on my whiteboard and will show my proctor I have followed this instruction upon completion of the exam.
- I will physically be in the room for the duration of my Exam attempt, which can take up to 120 minutes of test-taking time.
- I agree to immediately report to Fi360 any irregularities, breaches of security or other issues which occur during the exam.
- I agree that the contents of the exam are confidential and that I will not disclose or cause to be disclosed any information about the contents of the exam or otherwise participate in fraudulent test-taking practices by myself or other current or potential candidates for the AIF® Designation.
- I attest that the physical conditions of my test-taking environment are acceptable for me to proceed with the exam attempt. Discomfort will not be an acceptable reason to invalidate an exam attempt once I proceed.
- I understand that if I fail to adhere to the conditions of an acceptable exam attempt, my exam results can be invalidated, be deemed a failed attempt, or may result in discipline, such as the rejection of my application.
- If using a remote proctor, I agree I shall remain connected to the proctor at all times during the examination. If disconnected, I will re-establish connection with the proctor prior to continuing with the examination.

## 20. Updates and Version History

When updates are made to this handbook, a new version will be created and reflected in the table below. When substantive updates are made to certification or recertification requirements, the *Code of Ethics* or *Conduct Standards*, or substantive updates to standards or procedures, Fi360 will take appropriate measures to publicize those changes, such as by updating the Fi360.com website or sending email notification to those affected.

<b>Date</b>	<b>Version</b>	<b>Author</b>	<b>Description/Comments</b>
01/11/2019	1.0	Ben Aikin, Matt Burt	Original Version
04/15/2019	1.1	Ben Aikin	Section 1 – description of Center updated to clarify legal status; Section 11 – updates to proctor guidelines; Section 20 – clarification to Candidate Statement that Fi360 is owner of certificate.
06/12/2019	1.2	Ben Aikin	Section 1 – description of Center.
03/11/2020	1.3	Ben Aikin, Matt Burt	Clarifying edits in multiple sections, particularly around proctoring and in regard to Fi360's acquisition by Broadridge/Matrix. Addition of Candidate Exam Agreement.
03/04/2021	1.4	Ben Aikin	Updates to match changes in Policies & Procedures manual, remote proctoring administration.
03/09/2022	1.5	Ben Aikin	Updates to match latest AIF® Policies & Procedures Manual.
01/04/2023	1.6	Matt Burt	Update to AIF® Exam Blueprint, minor updates throughout.
03/26/2024	1.7	Matt Burt	Minor updates to match changes in Policies & Procedures Manual and to clarify accommodations policy.