



## **Application and Renewal Procedures**

**Version 01-01-2012**

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## I. Voluntary Pre-Screening Questionnaire

- A. **Purpose.** The Center for Financial Certifications (CFC) has created a Voluntary Pre-Screening Questionnaire which potential Applicants and their employers can use to determine if Applicants meet the Candidate Fitness Standards prior to the payment of any fees, which are non-refundable and non-transferrable. This questionnaire is not required but its completion is strongly encouraged.
- B. **Use.** This questionnaire is for the use and convenience of the Applicant and/or their employer and should not be provided to CFC.
- C. **Location.** The Voluntary Pre-Screening Questionnaire is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- D. **Fees - Voluntary Pre-Screening Questionnaire.** There is no fee for the Voluntary Pre-Screening Questionnaire.

## II. Pre-Registration.

- A. **Pre-Registration Required.** All users will be required to register with the online platform during their first visit. Registration can be completed through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- B. **Pre-Registration Process.** Detailed instructions for completing the pre-registration process can be found in the Certification Management User Manual, which is incorporated herein by reference and is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- C. **Pre-Registration Purpose.** The purpose of pre-registration is to collect basic contact information which the Certification Web Portal will use to create a new Applicant's file and generate a username and password.
- D. **Fees - Pre-Registration.** There is no fee for pre-registration.

## III. Application for Certification

- A. **Application Form.** An Application for Certification must be completed in its entirety. Applications may only be completed online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).

- B. **Application Process.** Detailed instructions for completing the Application process can be found in the Certification Management User Manual, which is incorporated herein by reference and is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- C. **Incomplete Applications.** Applications not containing answers to required fields will be considered incomplete and will not be processed.
- D. **Candidate Fitness Standards.** An Applicant must meet all Candidate Fitness Standards, as set forth in Article V of the Certification Policies and Standards, and answer all questions related to candidate fitness on the Application. CFC reserves the right to conduct random audits and background checks to verify the information provided.
- E. **Experience.** At the time of Application, Applicants are required to demonstrate a minimum of six (6) months of experience in any of the following fields or combination thereof: Banking, Classroom Instruction / Adult Education, Collections, Community Development, Consumer Finance / Lending, Corporate Credit Department, Credit Bureaus, Credit / Debt Counseling, Credit Union, Customer Service, Employee Benefits, Financial Advising / Planning / Investments, Financial Education, Housing Counseling, Insurance, K-12 / Postsecondary Education, Legal Services, Mortgage Lending, Other Financial Services, Social Work / Counseling, Social Service / Family Service Agency, Student Financial Aid, or Other Relevant Experience.
- F. **Age.** Applicants must be at least 18 years of age at the time of application.
- G. **Education.** Applicants must have attained at least a High School diploma or GED.
- H. **Veracity.** The Application must be completed and submitted by the Applicant, and all information submitted on an Application must be accurate and truthful. Submitting false or inaccurate information may be grounds for disciplinary action up to and including denial and/or revocation of certification status.
- I. **Application Decision.** Upon completion, each Application will be either marked for Application Review, selected for Application Audit, or Approved.
- J. **Application Review.** Applications which are complete but contain responses requiring review by CFC shall be marked for Application Review.
  - 1. Responses requiring review may include those which indicate the Applicant does not meet the Candidate Fitness Standards, other Application Requirements, or has rejected one or more of the Affirmations on the Application.

2. After reviewing the information provided by the Applicant, CFC in its sole discretion may Approve the Application, Deny the Application, or request clarification on one or more of the Applicant's responses.
- K. Application Audits.** CFC reserves the right to conduct random audits and verify the accuracy of all information presented in the Application.
1. Applicants selected for Audit will receive notice by electronic mail requesting documentation in support of the Applicant's responses on the Application. Application Audits shall be governed by the Audit Procedure articulated below.
  2. If an Applicant is found to have violated CFC's Certification Policies and Standards, applicable procedures, or otherwise submitted false or inaccurate information on their Application, CFC may take disciplinary action up to and including denial and/or revocation of certification status.
- L. Application Approval.** Applicants whose Applications are Approved will receive notice by electronic mail. Once Approved, examination self-study materials will be mailed to the Applicant on the following regular business day.
- M. Application Denial - In General.** Applicants whose Applications are Denied will receive notice by electronic mail, and such notice will include a brief explanation of the reason for the Denial.
- N. Application Denial - Permanent.** An Applicant whose Application was Denied because they do not meet one or more of the Candidate Fitness Standards articulated in Article V(A) of the Certification Policies and Standards may not submit a Petition for Reconsideration to CFC and may not re-apply for certification at a future date.
- O. Application Denial - Petition for Reconsideration.** An Applicant whose Application was Denied because they do not meet one or more of the Candidate Fitness Standards articulated in Article V(B) of the Certification Policies and Standards may submit a Petition for Reconsideration to CFC.
- P. Application Denial - Resubmission.** An Applicant whose Application was Denied because they do not meet one or more of the certification requirements articulated in Article IV(B) of the Certification Policies and Standards may amend their Application once they have met all certification requirements. Applicants who have chosen to amend their Application must notify CFC by electronic mail at [Certifications@FinancialLit.org](mailto:Certifications@FinancialLit.org).
1. An Applicant whose Application was Denied because they have rejected one or more of the Affirmations on the Application may choose to amend their Application. Applicants who have chosen to amend their Application must notify CFC by electronic mail at [Certifications@FinancialLit.org](mailto:Certifications@FinancialLit.org).

- Q. Clarification of Applicant Responses.** Applicants whose Application Responses require clarification will receive notice by electronic mail, and such notice shall include a brief explanation of which responses require clarification, how the clarification should be provided and, if appropriate in the sole discretion of CFC, why the clarification is required.
1. Applicants must respond to Requests for Clarification by first class or electronic mail within 30 days of the date of notice and must include a copy of the original notice. Once clarification is received, the Application will be either Approved or Denied. If clarification is not received within 30 days, the Application will be Denied.
- R. Application Subject to Change.** CFC reserves the right to amend the Application and the application process at any time and without notice.
- S. Fees - Initial Application.** Applicants must pay all fees due to CFC, including but not limited to the Certification Fee, at the time the Application is submitted using an electronic payment method available on the Application. The Certification Fee does not include the Examination Fee, which will be charged at the time the examination is scheduled. Failure to pay any outstanding or required fees will prevent the processing of the Application. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org). All fees are non-refundable and non transferrable.

#### **IV. Examination for Certification**

- A. Completed Application.** An Applicant cannot schedule their Certification Examination until they have submitted their Application and been approved by CFC.
- B. Exam Preparation.** Applicants will receive self-study materials which are used to assist them in preparation for their Certification Examination. In order to allow Applicants sufficient time to prepare for their examination, examinations may not take their Certification Examination until 30 days after the approval of their Application. Applicants will receive notice by electronic mail when they are eligible to schedule their Certification Examination.
- C. Approved Independent Testing Centers.** All Applicants must take their Certification Examination with a testing center which is part of the ISO Quality Testing (“IQT”) testing network. An Applicant able to document that both their residence and their employment site are more than two hours drive from an IQT Testing Center, or who is otherwise unable to reach a nearby IQT Testing Center, should contact IQT for information about alternative examination options. A list of IQT Testing Centers and their locations is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).

- D. **Scheduling.** All Applicants must schedule their examination at an IQT Testing Center through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- E. **Scheduling Process.** Detailed instructions for scheduling an examination can be found in the Certification Management User Manual, which is incorporated herein by reference and is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- F. **Proctored Examination.** Each IQT Testing Center provides certified proctors for all examinations.
- G. **Examination Window.** Applicants must successfully complete their examination within one year of the date of the approval of their Application.
- H. **Examination - Passing Score.** To successfully complete an examination, an Applicant must achieve a minimum standardized score of 80% on the Certified Residential Housing Counselor <sup>SM</sup> examination or 70% on all other Certification Examinations administered by CFC.
- I. **Re-Examination.** Applicants who do not successfully complete their initial examination may re-take their examination up to two additional times. Applicants who are unable to successfully complete their examination on the third attempt will be denied certification.
- J. **Testing Center Instructions.** Applicants must follow all examination-related rules and instructions issued by Schroeder Measurement Technologies (“SMT”), IQT, the IQT Testing Center or their agents. Failure to do so may be grounds for disciplinary action up to and including denial and/or revocation of certification status.
- K. **Fees - Examination.** Applicants must pay all fees due to IQT, including but not limited to the Examination Fee, at the time the examination is scheduled using an electronic payment method available on the examination scheduling portal, in accordance with IQT policy. Failure to pay any outstanding or required fees will prevent the scheduling of the examination. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org). All Examination Fees are non-refundable and non transferrable unless otherwise stated by IQT.
- L. **Fees - Re-Examination.** Applicants re-taking an examination must pay all fees due to IQT, including but not limited to the Examination Fee, at the time the re-examination is scheduled using an electronic payment method available on the examination scheduling portal, in accordance with IQT policy. Failure to pay any outstanding or required fees will prevent the scheduling of the re-examination. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org). All Examination Fees are non-refundable and non transferrable unless otherwise stated by IQT.

- M. Fees - Examination Re-Scheduling and Cancellation.** Applicants must pay all fees due to IQT, including but not limited to the Cancellation Fee and/or Rescheduling Fee, if any, at the time the examination is re-scheduled or canceled using an electronic payment method available on the examination scheduling portal, in accordance with IQT policy. Failure to pay any outstanding or required fees to IQT will prevent the re-scheduling of the examination. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org). All Examination Fees are non-refundable and non transferrable unless otherwise stated by IQT.

## V. Certification

- A. Two Year Certification Period.** All certifications administered by CFC are awarded for a two year period.
1. The Certification Period starts the day the Certificant successfully completes their Certification Examination and expires on the last day of the twenty-fourth (24<sup>th</sup>) month following the month in which the Certificant passed their Certification Examination.
  2. For example, if a Certificant successfully completes their Certification Examination on January 15, 2012, the Certification Period starts on January 15, 2012 and expires on January 31, 2014.
  3. If the Certificant does not successfully Re-Certify or Renew their certification by the expiration date, the certification expires and they are no longer certified nor authorized to use CFC's certification marks.
- B. Certification Letter.** The Certification Letter shall be the official certification document issued by the Center for Financial Certifications, and is the document that should be provided to regulatory agencies as verification of certification.
1. All Certificants shall have online access to an electronic copy of their Certification Letter through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html). The Certification Letter shall contain the Certificant's name, the certification held, and the dates of the Certification Period.
- C. Display Certificate.** Within 30 days of initial certification, a Certificant shall receive a printed certification document suitable for framing. The Display Certificate is not the official certification document, and as such should not be presented to regulatory agencies as verification of certification.

- D. **Fees - Replacement Display Certificate.** Certificants requiring a replacement Display Certificate may request one by completing the Replacement Display Certificate Request Form and paying the Replacement Display Certificate Fee using a payment method listed on the form. Failure to pay any outstanding or required fees will prevent the processing of the request. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org). All fees are non-refundable and non-transferrable.
- E. **Information Changes - Certificant's Responsibility.** Certificants are required to update their Certification Records through the Certification Web Portal within 30 days of any changes to their personal contact or employer information.
1. Certificants are required to notify CFC in writing of any felony convictions, the revocation or suspension of a professional license, the filing of a bankruptcy case or receipt of a judgment lien within 30 days. The 30 day period shall commence upon the date of the information change, or the date of notice of the final adjudication of the matter leading to the conviction, suspension or filing, respectively.
- F. **Policy and Procedure Changes - Certificant's Responsibility.** The administration of certification programs is a complex endeavor which requires frequent modifications of policy and procedure in order to operate effectively. Certificants are responsible for compliance with the most current policies and procedures and should regularly review the Certification Policies and Standards, along with the attendant procedures and announcements, available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- G. **Policy Compliance.** Certificants must continuously comply with the Certification Policies and Standards, including but not limited to the Candidate Fitness Standards, the Code of Ethics, Code of Professional Conduct and the Certification and Trademark Usage Policy, in order to maintain their certification status.

## VI. Renewal of Certification

- A. **Applicability.** Certificants whose certification is in active status may apply to Renew their certification in the 30 day period prior to the Certification Period's date of expiration.
- B. **Active Status.** A certification which is not suspended or revoked and which is not yet expired shall be considered in active status.
- C. **Renewal By Continuing Education.** A Certificant wishing to Renew their certification by continuing education must have completed sixteen (16) hours of continuing education, at least two (2) hours of which were on the subject of Ethics, during the Certification Period of the certification they are seeking to Renew.

- D. **Renewal By Examination.** A Certificant wishing to Renew their certification but who is unable to meet the continuing education requirement must successfully complete a certification examination prior to the Expiration Date of the certification they are seeking to renew.
- E. **Renewal Application Form.** An Application for Certification must be completed in its entirety in order to apply for Renewal of Certification. Applications may only be completed online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- F. **Renewal Application Process.** Detailed instructions for completing the Renewal Application process can be found in the Certification Management User Manual Part 2, which is incorporated herein by reference and is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- G. **Incomplete Renewal Applications.** Renewal Applications not containing answers to required fields will be considered incomplete and will not be processed.
- H. **Candidate Fitness Standards.** A Certificant must continue to meet all Candidate Fitness Standards as set forth in Article V of the Certification Policies and Standards and answer all questions related to candidate fitness on the Renewal Application. CFC reserves the right to conduct random audits and background checks to verify the information provided.
- I. **Experience.** Certificants must update their experience in any of the following fields at the time of the Renewal Application: Banking, Classroom Instruction / Adult Education, Collections, Community Development, Consumer Finance / Lending, Corporate Credit Department, Credit Bureaus, Credit / Debt Counseling, Credit Union, Customer Service, Employee Benefits, Financial Advising / Planning / Investments, Financial Education, Housing Counseling, Insurance, K-12 / Postsecondary Education, Legal Services, Mortgage Lending, Other Financial Services, Social Work / Counseling, Social Service / Family Service Agency, Student Financial Aid, or Other Relevant Experience.
- J. **Veracity.** The Renewal Application must be completed and submitted by the Certificant, and all information submitted on the Renewal Application must be accurate and truthful. Submitting false or inaccurate information may be grounds for disciplinary action up to and including revocation of certification status.
- K. **Renewal Application Decision.** Upon completion, each Renewal Application will be either marked for Application Review, selected for Application Audit, or Approved.

- L. **Application Review - Renewal.** Applications which are complete but contain responses requiring review by CFC shall be marked for Application Review.
1. Responses requiring review may include those which indicate the Certificant does not meet the Candidate Fitness Standards, other Application Requirements, or has rejected one or more of the Affirmations on the Application.
  2. After reviewing the information provided the Certificant, CFC in its sole discretion may Approve the Renewal Application, Deny the Renewal Application, or request clarification on one or more of the Certificant's responses.
- M. **Application Audits - Renewal.** CFC reserves the right to conduct random audits and verify the accuracy of all information presented in the Renewal Application.
1. Certificants selected for Audit will receive notice by electronic mail requesting documentation in support of the Certificant's responses on the Renewal Application. Audits of Renewal Applications shall be governed by the Audit Procedure articulated below.
  2. If a Certificant is found to have violated CFC's Certification Policies and Standards, applicable procedures, or otherwise submitted false or inaccurate information on their Renewal Application, CFC may take disciplinary action up to and including revocation of certification status.
- N. **Application Approval - Renewal.** Certificants whose Renewal Applications are Approved will receive notice by electronic mail. Once Approved, the Certification Letter will be updated with the new expiration date on the following regular business day.
- O. **Application Denial - In General - Renewal.** Certificants whose Renewal Applications are Denied will receive notice by electronic mail, and such notice will include a brief explanation of the reason for the Denial.
- P. **Application Denial - Permanent - Renewal.** A Certificant whose Renewal Application was Denied because they do not meet one or more of the Candidate Fitness Standards articulated in Article V(A) of the Certification Policies and Standards may not submit a Petition for Reconsideration to CFC and may not re-apply for certification at a future date.
- Q. **Application Denial - Petition for Reconsideration - Renewal.** A Certificant whose Renewal Application was Denied because they do not meet one or more of the Candidate Fitness Standards articulated in Article V(B) of the Certification Policies and Standards may submit a Petition for Reconsideration to CFC.

- R. **Application Denial - Resubmission - Renewal.** A Certificant whose Renewal Application was Denied because they have rejected one or more of the Affirmations on the Renewal Application may choose to amend their Renewal Application. Certificants who have chosen to amend their Renewal Application must notify CFC by electronic mail at [Certifications@FinancialLit.org](mailto:Certifications@FinancialLit.org).
- S. **Clarification of Certificant Responses.** Certificants whose Renewal Application responses require clarification will receive notice by electronic mail, and such notice shall include a brief explanation of which responses require clarification, how the clarification should be provided and, if appropriate in the sole discretion of CFC, why the clarification is required.
1. Certificants must respond to Requests for Clarification by first class or electronic mail within 30 days of the date of notice and must include a copy of the original notice. Once clarification is received, the Renewal Application will be either Approved or Denied. If clarification is not received within 30 days, the Renewal Application will be Denied.
- T. **Renewal Application Subject to Change.** CFC reserves the right to amend the Renewal Application and the renewal application process at any time and without notice.
- U. **Suspended Certification - Renewal.** A certification which has been suspended by the Board must be successfully reinstated no later than 90 days after the expiration of the Certification Period before it can be Renewed. Suspended certifications which are reinstated in the 90 day period following the Certification Period Expiration Date will be subject to a Late Fee.
- V. **Revoked Certification - Renewal.** A certification which has been revoked may not be renewed.
- W. **Late Renewal.** A certification which has expired may be renewed late no later than 90 days following the Certification Period's date of expiration. The entire renewal process, including successfully completing the certification examination if applicable, must be completed no later than 90 days following the Certification Period's date of expiration. A Late Fee will apply. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org).
- X. **Pending Disciplinary Action - Renewal.** A Certificant with pending disciplinary proceedings or open investigations may not renew any certification until the disciplinary proceeding and/or investigation is resolved.

- Y. Two Year Renewal Certification Period.** Certifications administered by the CFC are renewed for a two year period.
1. The Certification Period for a Renewed Certification starts on the date of expiration of the prior Certification Period and expires on the last day of the twenty-fourth (24<sup>th</sup>) month following the month in which the prior Certification Period expired.
  2. For example, if a certification expires on January 31, 2012 and the Certificant successfully renews the certification, the new Certification Period starts on January 31, 2012 and expires on January 31, 2014.
  3. Certificants who successfully renew their certification, including late renewal, will have no gap between their Certification Periods and will continue to be certified and authorized to use CFC's certification marks.
- Z. Fees - Renewal Application.** Certificants must pay all fees due to CFC, including but not limited to the Renewal Fee, the Renewal By Examination Fee and, if applicable, the Late Fee, at the time the Renewal Application is submitted using an electronic payment method available on the Renewal Application. Failure to pay any outstanding or required fees will prevent the processing of the Renewal Application. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org). All fees are non-refundable and non transferrable.

## VII. Reinstatement of Certification

- A. Petition for Reinstatement.** A Certificant whose certification has been suspended may submit a written Petition for Reinstatement of certification to the Board of Directors once they have met all requirements for reinstatement.
- B. Form of Petition.** The Petition for Reinstatement shall be submitted on the form by the same name which is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
1. The Petition for Reinstatement shall contain information and supporting documentation which demonstrates how the Certificant has complied with each requirement of reinstatement. CFC reserves the right to reject handwritten submissions.
- C. Requirements.** Suspended Certifications may only be reinstated when the Certificant has met all of the reinstatement requirements set forth by the Board at the time of the Suspension.

- D. **Reinstatement Decision.** Upon receipt of a complete Petition for Reinstatement, the Board shall have 60 days in which to review the petition and reach a decision. Each Petition for Reinstatement shall be either Approved or Denied.
- E. **Reinstatement - Denial.** If a Petition for Reinstatement is denied, the Certificant will receive written notice of the denial, and such notice shall include a brief explanation of the reason for the denial.
- F. **Reinstatement - Approval.** If a Petition for Reinstatement is approved, the Certificant will receive written notice of the approval by electronic mail, and such notice shall include instructions on how the Certificant should proceed.
- G. **Fees - Reinstatement.** Certificants submitting a Petition for Reinstatement must include payment of all fees due to CFC, including but not limited to the Petition for Reinstatement Fee, at the time the Petition is submitted using a payment method listed on the Petition form. Failure to pay any outstanding or required fees will prevent the processing of the Petition. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org).

## VIII. Petition for Reconsideration.

- A. **Who May Submit a Petition.** A potential Applicant who wishes to submit an Application, but who believes they may not meet one or more of the Candidate Fitness Standards articulated in Article V(B) of the Certification Policies and Standards and/or Section 2.2 of the Voluntary Pre-Screening Questionnaire, may submit a Petition for Reconsideration to CFC.
  - 1. An Applicant or Certificant whose Application was Denied because they do not meet one or more of the Candidate Fitness Standards articulated in Article V(B) of the Certification Policies and Standards may submit a Petition for Reconsideration to CFC.
- B. **Form of Petition.** The Petition for Reconsideration shall be submitted on the form by the same name which is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
  - 1. The Petition for Reconsideration shall contain information and supporting documentation as to the type, scope and nature of the issue(s) in question which is sufficient to allow CFC to make a final determination. Petitions and supporting documentation must be in printed format to ensure clarity, and CFC reserves the right to reject handwritten submissions.
- C. **Reconsideration Decision.** Upon receipt of a complete Petition for Reconsideration, the Board shall have 60 days in which to review the petition and reach a decision. Each Petition for Reconsideration shall be either Approved or Denied.

- D. **Reconsideration - Denial.** If a Petition for Reconsideration is denied, the Applicant or Certificant will receive written notice of the denial by electronic mail, and such notice shall include a brief explanation of the reason for the denial.
- E. **Reconsideration - Approval.** If a Petition for Reconsideration is approved, the Applicant or Certificant will receive written notice of the approval by electronic mail, and such notice shall include instructions on how the Applicant or Certificant should proceed.
- F. **Fees - Petition for Reconsideration.** Individuals submitting a Petition for Reconsideration must include payment of all fees due to CFC, including but not limited to the Petition for Reconsideration Fee, at the time the Petition is submitted using a payment method listed on the Petition form. Failure to pay any outstanding or required fees will prevent the processing of the Petition. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org). All fees are non-refundable and non-transferrable.

## IX. Audit Procedure

- A. **Notice.** Applicants and Certificants selected for Audit will receive notice by electronic mail requesting documentation in support of the Audit in question.
- B. **Applicant or Certificant Compliance.** Applicants and Certificants are required to comply with the Audit process and procedures.
- C. **Applicant or Certificant Response - Time Frame.** Upon receiving the Audit Notice, the Applicant or Certificant shall have 30 days to submit the requested information to CFC for review and should include a copy of the original Audit Notice. If the requested information is not received within 30 days, the Applicant or Certificant shall be deemed to be out of compliance and shall be subject to disciplinary action up to and including denial and/or revocation of certification status.
- D. **Audit Decision.** Upon receipt of a complete response to the Audit Notice, the Board shall have 60 days in which to review the response and reach a decision. Each Audit shall be either Passed or Failed.
- E. **Audit - Failure.** If an Audit is Failed, the Applicant or Certificant will receive written notice of the Failure by electronic mail, and such notice shall include a brief explanation of the reason for the failure and instructions on how the Applicant or Certificant should proceed.
- F. **Audit - Pass.** If an Audit is Passed, the Applicant or Certificant will receive written notice of the Pass by electronic mail, and such notice shall include instructions on how the Applicant or Certificant should proceed.

- G. **Fees - Audit.** There are no fees associated with the Audit, however failure to pay any other outstanding or required fees will prevent the processing of the Audit response. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org).

## X. **Bank Service Fees and Collection Cost.**

- A. CFC reserves the right to charge fees for all checks returned that were not honored. CFC reserves the right to pass on to the customer all costs of collections including but not limited to reasonable attorney fees, filing fees and court cost. A list of all current fees can be found at [www.FinCert.org](http://www.FinCert.org).

## XI. **Registered Organizations**

- A. **Purpose.** Organizations which employ multiple individuals certified by CFC and wish to monitor the certification status of these individuals may register with CFC.
- B. **Form of Organization Registration.** Organizations wishing to register with CFC must complete an Organization Registration Form, available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- C. **Compliance Managers.** Registered Organizations must also register one or more individuals as Compliance Managers. These individuals will be authorized to log in to the Certification Web Portal, which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html), and review the status of Certificants whose user accounts have been linked to the Registered Organization. Organizations are responsible for ensuring that only authorized individuals are assigned as Compliance Managers.
- D. **Form of Compliance Manager Registration.** Organizations wishing to register one or more individuals as Compliance Managers with CFC must complete a Compliance Manager Registration Form, available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).
- E. **Complete Information.** All fields on the Organization Registration Form and Compliance Manager Registration Form, including affirmations, must be completed. This will allow CFC to contact the Registered Organization and/or Compliance Manager in the event there is a problem or issue. CFC reserves the right to reject handwritten submissions.
- F. **Registered Organization Code.** All Registered Organizations shall receive a Registered Organization Code. This Registered Organization Code must be provided to the Certificant, who must in turn enter it on their Application in order to link their user account to the Registered Organization.

- G. Certificant Records Available.** Compliance Managers will only have access to Certificants whose user accounts have been linked to their Registered Organization using their Registered Organization Code.
- H. Certificant Information Available.** Compliance Managers will be able to view and print reports which contain the following information about Certificants whose user accounts have been linked to their Registered Organization:
1. Certificant Name
  2. Certification
  3. Certification Status
  4. Certification Expiration Date
  5. Continuing Education Activity Reported
  6. Certification Letter
- I. Revocable.** CFC reserves the right to revoke Compliance Manager and/or Registered Organization privileges in whole or in part, with or without cause and in its sole discretion.
- J. Fees - Registered Organizations.** There is no fee associated with becoming a Registered Organization or Compliance Manager.
- K. Payment Vouchers.** In order to permit interested employers to pay the certification costs of their employees, a voucher system is available for the use of Compliance Managers. This system allows Compliance Managers to purchase vouchers, either individually or in groups, which they may then distribute to their employees for use in paying certification related costs, including Certification Fees, Late Fees, Renewal Fees, and Examination Fees.
- L. Payment Vouchers - Process.** Detailed instructions for using the Voucher Management System can be found in the Compliance Manager User Manual, which is incorporated herein by reference and is available online through the Certification Web Portal which can be found at [www.FinCert.org/portal.html](http://www.FinCert.org/portal.html).

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