

Registration Policy for Missoula CE in August 2018

Cancellation and Refunds

Registration is nonrefundable unless one of the following circumstances apply:

1. We cancel the class; in this case, 100% of the fees paid will be refunded immediately upon cancellation
2. 20 or more people attend the class; in this case, we will issue a refund of all fees paid, less a \$25 processing fee, on Monday, August 27, 2018

If you are unable to attend and wish for someone else to attend in your place, we will transfer your registration. We will issue a refund of all fees paid, less a \$25 processing fee, upon our receipt of a registration form and payment from your replacement.

Course Completion

Course completion is contingent upon our receipt of the following *at last 2 business days before* a classroom seminar:

- The registrant's name, mail address, NAIC license number, and email address
- Payment in full of all registration fees; if a check is returned by the bank or if a credit or debit card payment is declined, payment in full has not been made. A \$30 fee will be charged for all returned checks and a \$5 fee will be charged for all declined credit or debit card payments.

Course completion is also contingent upon the following attendance conditions, which comply with requirements of insurance code:

- You must attend a CE classroom seminar in its entirety to receive CE credit
- We cannot award CE credit to any person missing 10 or more minutes of a CE classroom seminar

Course Completion Certificates

If a student has satisfied all course completion requirements, we will comply with state law concerning preparation and delivery after reporting attendance to your state of licensure. In addition, we will make every effort to provide a course completion certificate as follows:

- With a paper certificate immediately following a classroom seminar if registration was received on or before August 15, 2018
- With an emailed certificate issued and emailed no later than August 28, 2018
- Duplicate course completion certificates issued more than 30 days after course completion will incur a \$5 fee

If a student has not satisfied all course completion requirements, we will provide the course completion certificate within 72 business hours of our receipt of all requirements.

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