



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 15, 2021
SUBJECT : LIA/VFE Schedule – 2022
(January 10 to December 16, 2022)

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 given to a particular sponsoring company. This will be on a first-come, first-served basis.
2. Request for exam reservation must be coordinated with the following contact IIAP Staff:

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)

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

3. There will only be two (2) batches of exams in a day for Off-site and On-site Exam. These are:

(Mondays to Fridays only)

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

(Please note that the break in between exam schedule is 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 Shield, No Face Mask, No vaccination Card, No Exam rule.
6. An examinee must fill-out and submit the LIA VFE 0930 Form to IIAP, together with one original latest 1 x 1 ID photo, a photocopy of a government-issued ID and a scanned copy of the Certificate of Good Moral Character, signed by an IIAP accredited trainer. These documents must be submitted on the scheduled date of the exam.

7. An examinee must also fill out the IIAP Health Declaration Form and submit the same to IIAP Coordinator on the date of the onsite exam.
8. All scheduled physical examinees must be at the venue 15 minutes before the exam.
9. Examination fee is P950.00 per person.
10. Examination fees must be paid by the life insurance company at least two days before the exam schedule of its examinees. **Individual deposit transaction of examinees is not allowed.** IIAP's bank details will be given upon confirmation of schedule.
11. 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.
12. No companion of the examinee will be allowed in the exam venue.
13. No refund of examination fee will be allowed.
14. Examinees will have to remain seated in their designated seats while waiting for the release of their exam results. As soon as the exam result is received, the examinee can already leave the premises.
15. Loitering in the exam premises is strictly prohibited.
16. Exam room set-up must be one seat apart, with one-meter distance in between exam desks/tables.
17. Designated entry and exit points will and must be provided in all exam venues.
18. 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).
19. Off-site exams will be allowed within Makati area only.
20. For off-site exam, the sponsoring company must:
 - Provide for sanitation/disinfection of the exam room after each batch of exam
 - Provide a CAR Service for the proctors to be picked up and brought back to IIAP office
 - Provide for Meals of IIAP Proctors
 - Assign 2 of its staff to assist the IIAP Proctors during exam
21. For Online and Proctored Online Exam
 - 21a. Reservations for On-line examinations will be done through a sponsoring company.
 - 21b. Name of the sponsoring company must be given, together with the names of examinees.
 - 21c. Companies must submit fully accomplished application Form (0930) of the examinees duly signed by the IIAP Accredited Trainer and a scanned copy of any government issued ID.
 - 21d. An examinee must also sign the IIAP Exam Undertaking. (Copy of which is attached)
 - 21e. 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.
 - 21f. No refund of examination fee will be allowed.

21g. 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 a should go through a process of re-application. Please note that the examinee must logged in on the date and time specified to avoid disqualification.

21h. Examination fees must be collectively paid by the life insurance company. Individual deposit transaction of examinees will not be accepted.

22. Picture-taking or shooting of video before, during and after the exam, is not allowed.

23. 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.

24. 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 1 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.
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 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.

Please be guided accordingly.


FRANCISCO D. PAPA, JR.
Executive Director