

## CHARGING POLICY: AD HOC CHARGES

Although most of our member services are free, some do incur a charge and these are noted for your information. We will always advise you of the cost of any service **before** we provide that service and at any time you ask us.

### Learning Statements

Members of the Institute can download a Learning Statement showing qualifications and modules obtained to date, at any time, by logging into *My Member Area* via the Chartered Banker Institute website. Lapsed members are able to apply for a Learning Statement to be sent to them at a cost of **£10**.

### Duplicate Certificates

We issue two types of certificate;

- qualification certificates – confirming attainment of a particular qualification and
- membership certificates – confirming the designatory letters or designation attained.

Membership certificates only remain valid whilst membership remains valid. We do not issue duplicate membership certificates to non-members.

- (a) Where a current member, or a non-member with a current subject registration, requires a duplicate qualification certificate, there is no charge for the first replacement. Any subsequent request will incur a charge of **£25**.

Alternatively, a **Results Letter**, confirming past academic achievements, can be requested. There is no charge for the first letter. Any subsequent requests will incur a charge of **£10**.

- (b) Where a current member requires a duplicate membership certificate, there is no charge for the first replacement. Any subsequent request will incur a charge of **£25**.

- (c) Where a lapsed member requires a duplicate certificate, the individual may elect to either:

- i. **Renew** their membership and pay the appropriate subscription fee prior to any replacement being issued. In this case, no additional cost will be incurred if this is a request for a first replacement. A subsequent request will incur a charge of **£25**, or
- ii. Be issued with a duplicate certificate, in which case a charge of **£35** is applicable.

Alternatively, a **Results Letter** confirming past academic achievements can be requested with a charge of **£10** being applicable.

- (d) Where a non-member whose subject registration has expired requires a duplicate qualification certificate, a charge of **£35** is applicable.

Alternatively, a **Results Letter** confirming past academic achievements can be issued with a charge of **£10** being applicable.

## Results Letter

- (a) Where a current member, or a non-member with a current subject registration, requires a letter to confirm their examination results, there is no charge for the first such document. Any subsequent request will incur a charge of **£10**.
- (b) Where a lapsed member, or a non-member whose subject registration has expired, requires a letter to confirm their examination results, a charge of **£10** is applicable.

## Other Academic Enquiries

A **minimum** fee of **£10** is payable, at our discretion, for any other requests for information, e.g. previous syllabus information, etc.

## Membership Enquiry

Where a recruitment or similar agency requests confirmation of membership or requires details of a member's / past member's academic achievements, a fee of **£60** will be payable.

## Cancellation / Amendment of Examination Bookings

- (a) It is possible to cancel or reschedule an exam, without penalty, up to 72 hours in advance.
- (b) Cancellations with less than 72 hours' notice are fully chargeable.