

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 following this link:

<https://www.charteredbanker.com/member-homepage.html>

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 printed certificate;

- qualification certificates – confirming attainment of a particular qualification and
- membership certificates – available for specific programmes, confirming the grade of membership, designatory letters or professional 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 **£35**.

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 **£35**.

- (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 **£35**, 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 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.

Digital Certificates

If you have lost the link or email for your digital certificate or badge, you can use the free credential retrieval tool from our delivery partners, Accredible.

<https://v2.accounts.accreditable.com/retrieve-credentials?app=recipient-portal&origin=https:%2F%2Fwww.credential.net>

- a) Please enter the email that you used to earn your credential. It's important that you use the right email address, as this is how we identify your credentials.
- b) Click the 'Retrieve My Credentials'
- c) Accredible will then send you an email with links to all the certificates that belong to the email address you provided.

Should you no longer have access to the email address linked to your certificate, require a PDF version, or need to amend the name or email address displayed on your e-certificate, the Institute is able to assist. A one-off administrative fee of **£10** will apply for any such request. This fee is charged only to lapsed or non-members; current members are entitled to this service free of charge. Please note that any amendments must be supported by appropriate proof of identity.

Results Letter

- a) Where a current member 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 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 requests for information made by lapsed or non-members (e.g. previous syllabus details, certificate attestation, etc.). This service is provided free of charge to current members.

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 **£96** will be payable.

Cancellation / Amendment of Examination Bookings

- a) It is possible to cancel or reschedule a test centre exam, without penalty, up to 48 hours in advance; and up to the scheduled appointment time for remotely proctored exams
- b) Cancellations with less than 48 hours' notice are fully chargeable at additional exam fee, this depends on the exam re-sit price for individual programme.