



<b>Circular Letter No.</b>	<b>2021-15</b>
<b>Date</b>	<b>8 March 2021</b>
<b>Amends/Supersedes</b>	<b>None</b>

## **CIRCULAR LETTER**

**TO : ALL LICENSED INSURANCE COMPANIES**

**SUBJECT : GUIDELINES ON THE CONDUCT OF INSURANCE AGENTS' QUALIFYING EXAMINATIONS THROUGH THE ONLINE AGENTS' COMPUTERIZED EXAMINATIONS (ONLINE ACE) SYSTEM**

### **I. PURPOSE**

These Guidelines shall contain the terms and conditions governing the conduct of Insurance Agents' Qualifying Examinations through the Insurance Commission (IC) Online Agents' Computerized Examinations (Online ACE), covering Life, Variable Life, and Non-Life Insurance examinations.

### **II. COVERAGE**

The applicability of these Guidelines shall be limited to insurance agents' examinations administered through the Online ACE which is an online user-friendly system. None of these guidelines shall be intended to revise, amend, and/or otherwise repeal the existing guidelines on the Qualifying Insurance Agents' Examinations.

The Online ACE is an online proctored examination and has been tested/reviewed/optimized to ensure that the standardized tests are given fairly and transparently. Online ACE is conducted to evaluate a prospective insurance agent's knowledge of the insurance industry and insurance products.

The examination will be virtually administered by a proctor. Examinees can take the test from the safety and security of their own home, provided that they have a desktop/laptop with a webcam and an uninterrupted internet connection. The minimum requirements for taking the test and the examinee's activities during the examination proper shall be monitored using the link: <https://web.insurance.gov.ph/ace-monitoring/>. Note that the monitoring link does not necessarily assure that the system used would be able to handle the Cisco Webex application.

Examinees are requested to take the test honestly, ethically, and should follow all the instructions given by the proctor. Use of tablets and cellphones are strictly prohibited while the examination is ongoing.

### III. ONLINE ACE EXAMINATION SCHEDULES

The Online ACE can accommodate 25 examinees per batch with a total of three (3) batches per day. Once the slots in a scheduled batch have already been taken, it shall no longer be available on the system.

Unless otherwise directed, availability of ACE conducted examinations shall be governed as follows:

Days	Batches	Time
Mondays through Fridays	1 <sup>st</sup> Batch	9:15 am to 10:45 am
	2 <sup>nd</sup> Batch	12:30 pm to 2:00 pm
	3 <sup>rd</sup> Batch	2:15 pm to 3:45 pm

Accommodation of examinees in a particular schedule is on a first come, first served basis.

### IV. REGISTRATION OF EXAMINEES

All individuals who intend to take the insurance agent's qualifying examinations through Online ACE must be registered by the insurance company that they seek to represent.

The requesting insurance company, through its Company Administrator, shall use the regular ACE registration portal as stated in Section III of Circular Letter No. 2017-121 dated 11 April 2017 to register its applicants.

The Company Administrator is required to provide to the examinee the username they have registered in the system, the examinee's Online ACE schedule, and the link for the system requirement checker. The password would be provided on the examination day, before the scheduled time of the examination.

The company representative must register the prospective examinee **not later than five (5) working days before** the desired scheduled examination date.

### V. PAYMENT OF EXAMINATION FEE

No registered examinee shall be allowed to take the Qualifying Insurance Agents' Examinations conducted through the Online ACE unless payment therefore is made to the IC Cashier through any of the following forms:

- 1) Cash or company check;
- 2) Managers check or money order in the name of the "Insurance Commission"; or
- 3) The ePayment Portal of the Land Bank of the Philippines (LBP), amounting to One Thousand Ten Pesos (Php1,010.00) per examinee.

Examination fee must be paid **not later than three (3) working days before** the scheduled examination date.