

## Frequently Asked Questions & Answers

### **1. What is the SSPC?**

A Shareholder Services Professional Certificate Program will provide a professional advantage for individuals employed within the shareholder services industry. It will also distinguish those who have obtained the certificate as having a higher standard among their peers.

### **2. Who is eligible to apply for the SSPC exam?**

To be eligible for the SSPC examination, applicants are required to meet at least one of the following requirements:

- A bachelor's degree from an accredited American college or university,
- OR
- Work in a shareholder services role or a related field which includes shareholder services' functions for at least two years.

### **3. Does my previous work experience have to be in shareholder services or can investor relations satisfy that requirement?**

Previous work experience in shareholder services or investor relations satisfies the work requirement.

### **4. What is the cost of the SSPC exam?**

SSA Members \$750.00

Non-SSA Members \$1,395.00

The application fee for Non-SSA members includes a one-year individual SSA membership for the individual names on the application. The one-year membership cannot be transferred to another person. The membership is effective the date of the application and expires one-year from the date on the application.

**5. How do I apply for the SSPC exam?**

The SSPC application is available on SSA's website. Applications must be submitted to the SSA office. Any applications not completed in their entirety or not submitted with the required supporting documents will be returned to the applicant. All applications and submitted supporting documents will be reviewed upon submission. Applicants will receive a confirmation by email.

**6. When and where is the SSPC exam offered?**

The examination will be offered at least three (3) times per year and will always be offered at the SSA Annual Conference.

Other possible locations: (subject to change)

- New York, New York
- Minneapolis, Minnesota

**7. How do I prepare for the SSPC exam?**

A study guide will be provided as a study material for the exam at no additional cost. Each chapter represents general accepted knowledge of a shareholder services professional. Additional books and reference materials will be notated within the study guide. It will be helpful for all applicants to refer to these references while preparing for the SSPC examination.

**8. What is the exam format? Is this an open book test?**

The examination questions are presented in a multiple-choice format and consists of 150 questions. The examination is only offered in English. The exam is not open book. Participants will prepare for the exam by studying the study guide provided upon registration.

**9. How long does it take to take the exam?**

Each examination session will allow applicants three (3) hours to complete the exam.

**10. What is the minimum score for passing the SSPC exam?**

A participant must score a minimum grade of 75% to successfully obtain a Shareholder Services Professional Certificate.

**11. If I am unsuccessful on my attempt for passing the exam, can I retake it? Is there a fee to retake the exam?**

If a participant does not score a minimum grade of 75, he/she will be allowed to retake the exam at the next scheduled offering at no additional charge.

After two unsuccessful attempts at the exam, additional testing will be discussed by the participant and the Certificate Committee.

**12. Are there any pre-requisite courses required prior to taking the exam?**

Prior to registering for an examination, an applicant is required to successfully complete three pre-requisite courses available on the SSA website.

The required courses are:

- Introduction to Shareholder Services
- Preparing for an Annual Meeting
- Unclaimed Property & Escheatment

The courses are available to SSA members at no charge.

Non-SSA members are required to pay for the courses. For more information, please contact the SSA office at [info@shareholderservices.org](mailto:info@shareholderservices.org).

**13. How long is my certificate active and do I need to renew?**

Once you successfully earn the SSPC, it is yours for life, there is no renewal required.

**14. Who do I forward any questions to?**

Shareholder Services Association

8441 Wayzata Blvd #270

Golden Valley, MN 55426

[info@shareholderservices.org](mailto:info@shareholderservices.org) or 763-253-4310

**15. What if I have special needs to taking the exam?**

SSA, SSA Board of Directors, Executive Director and SSPC Program Commission complies with the American with Disabilities Act (ADA) and will make reasonable accommodations for the administration of the examination for eligible applicants with provided documents of their disability. If an applicant requires special arrangements, the applicant is responsible for notifying the SSA on the SSPC individual application.

**16. Who should I contact with additional questions?**

SSA at [info@shareholderservices.org](mailto:info@shareholderservices.org) or 763-253-4310