

## Information sheet

### **regarding complaints about examination decisions made by the SAA Examination Board in the context of the SAA examination colloquiums**

#### I. Any decision as to whether to make a complaint must be considered carefully

It is always disappointing to find out that you have not passed an examination. However, it is not a good idea to proceed instantly to making a complaint or appeal.

Information and explanations about the decision made by the SAA Examination Board can be obtained from the head of the examination colloquiums.

Please contact the SAA office, c/o Swiss Re, Mythenquai 50/60, 8022 Zurich  
(+41 43 285 26 81, [sekretariat@actuaries.ch](mailto:sekretariat@actuaries.ch))

If you decide to submit a complaint, the following requirements must be observed.

#### II. Time limit for submitting a complaint

Pursuant to Art. 33 of the Actuary SAA examination regulations dated 6 September 2013, you must submit your complaint within 30 days of receiving notification from the SAA Examination Board about the failure to pass the examination. The date on which you receive notification of the decision is not counted as part of the time limit. The time limit will be considered observed if the complaint is posted on the final day of the time limit.

#### III. Body for complaints

The complaint must be addressed to the Chair of the Swiss Association of Actuaries (SAA Secretariat, c/o Swiss Re, Postfach 8022 Zurich).

#### IV. Content and form of the complaint submission

The complaint submission must comprise clear assertions. You must fully substantiate your assertions by stating, factually and as concisely as possible, the specific reasons why you wish to challenge the decision of the SAA Examination Board. A subjective impression that your performance deserved a more favourable assessment on one point or another is not considered sufficient grounds for complaint. You must be able to prove that your performance has been objectively and demonstrably wrongly assessed.

Legal documents submitted electronically (email) will be deemed not to have been received.

## V. Procedure

You will receive confirmation once your complaint has been received by the Chair of the SAA.

Your complaint will be sent on to the SAV Appeals Committee.

The SAA Appeals Committee assesses the appeals received and submits its recommendation to the SAA Management Board for a decision. The SAA Management Board makes the final decision.

The decision will be communicated to the complainant in writing.

## V. Duration of the process

An appeal is a complex process that can take several months.

In principle, the SAA Management Board will make its final decision before the end of the registration period for the next SAA final examination.

Information sheet approved by the SAA Management Board on 1 September 2007

Note: Updated to take account of the new examination regulations in December 2013