

Ask the Author policy

This policy relates to the CFA UK *Ask the Author* service.

1.1 Purpose

We recognise that candidates may have queries relating to the qualification learning materials and supporting documents provided by CFA UK. *Ask The Author* is a complimentary service provided by CFA UK which allows candidates who have registered for a CFA UK examination to submit queries on specific content in our learning materials and other qualification support materials.

Ask the Author is not an examination enquiry service, and, as such, we cannot answer questions about exams or examination results.

1.2 Response time

For all *Ask the Author* queries, we aim to provide a response within 10 working days.

During busy periods when we receive high volumes of queries, our response times are likely to be impacted. This service is dependent on the availability of authors to review and respond to queries, the number of queries received and their complexity. Therefore, we may be unable to reply to queries as quickly as we would like to, particularly towards the end of a syllabus year.

Candidates are advised to ensure that any *Ask the Author* queries are submitted and responded to prior to scheduling an examination and before their registration period expires.

1.3 Fair use

Candidates may submit one *Ask the Author* query email with up to four individual content queries per month.

Additional queries may be submitted, but responses will likely be in excess of 10 working days.

Fair use of the *Ask the Author* service ensures that all registered candidates wishing to submit queries can receive the same standard of service.

High volumes of queries from individual candidates can affect response times of the service, particularly at the end of a syllabus year, and therefore have an adverse effect on other candidates who also require responses to their queries.

1.4 Training Providers

CFA UK's learning materials are designed for distance learning but are also supported by training providers. CFA UK is not a training provider and does not offer study support or tuition services in the way a training provider does.

Candidates seeking additional support may benefit from further training provision and resources available through the various training providers detailed on our website.

Contact

All *Ask the Author* queries should be made by sending an email to [**asktheauthor@cfauk.org**](mailto:asktheauthor@cfauk.org)

Ask the Author emails should include:

Candidate name:

Email address:

SIP number (if applicable):

Qualification:

Content query:

Page no. (if applicable):