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## **Training Policies**

### **Cancellation and Refund Policy**

#### **AIF® Designation Training – Web-based format**

Fi360 will refund 100% of a student's tuition fee provided the online course has never been accessed *and* the 180-day course access period has not expired. If the course has been accessed or the course access period has expired, no refund is available. [Please see the below Training Reactivation and Extension Policy as needed.]

#### **AIF® Designation Training – Capstone format**

Fi360 will refund 100% of a student's tuition fee provided the online course component has not been accessed *and* a student's date of cancellation or classroom location change request is three weeks or more before the original scheduled classroom session. Within three weeks of the original scheduled classroom session, fi360 will refund a student's tuition fee less \$175 to cover costs already incurred, provided the online course component has not been accessed. If the online course component has been accessed, no refund is available. [Please see the below Training Reactivation and Extension Policy as needed.]

#### **AIFA® Designation Training**

Fi360 will refund 100% of a student's tuition fee provided the date of cancellation or event change request is three weeks or more before the original scheduled course. Within three weeks of the course, fi360 will refund a student's tuition fee less \$275 to cover costs already incurred.

### **Reactivation and Extension Policy**

#### **AIF® Designation Training – Web-based format**

Based upon the original enrollment date, fi360 will reactivate or extend a student's access to the course for a \$100 administrative fee. Students will be granted a 90-day training extension from the date of the reactivation request. If a training enrollee requires a second reactivation or extension, it will be granted under the same terms—a \$100 administrative fee and 90-days additional access. If the reactivation request is made more than one year beyond the original enrollment date, the student must reenroll in the course at 50% discounted tuition. Reenrolled students will be granted the standard 180-day access period.

### **Retroactive Discount Policy**

A student may use a discount code retroactively within 30 days of purchasing a training product. Fi360 will refund/credit the student the specified amount in the original form of payment.

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Version: May 12, 2011