

Refund Policy & Additional Conference Info

- If a registrant cancels due to a non-health related event, either verbally or in writing, the value of non-discounted registration fees is transferable to a future Users Group Conference (held biennially). Please note, any difference between the future User Group Conference fees and the transferred value will be payable. Alternatively, another representative from the original registrant's organization can attend at no additional costs.
- If a registrant cancels due to a health-related concern, registration fees can be (a) transferred to a future Users Group Conference, or (b) fully refunded to the organization.
- If the Users Group Conference is cancelled within three weeks of the conference start date, A.V. Powell & Associates will fully refund paid registration fees
- Complaints and grievances, in writing, should be addressed to AV Powell, Chair & CEO. They will be reviewed by the corporate officers of A.V. Powell & Associates LLC and resolved within 30 days following the close of the bi-annual conference.
- A.V. Powell & Associates will retain course and course participant records for no less than 5 years.
- At the conclusion of each conference, an independent actuary will review the course handouts and sign an affirmation that the course content is up-to-date and technically accurate. A.V Powell & Associates LLC will keep this document on file with all other documents related to the conference.
- A Certificate of Completion indicating eligibility for CPE credits in the area of Specialized Knowledge – Technical will be sent to participants who have signed the Attendance Verification forms.

The preceding policies have been established by A.V. Powell & Associates in accordance with The National Association of State Boards of Accountancy requirements for CPE sponsors.

While informative and educational, the substantial conference materials posted on our website do not include the speakers' oral narrative and comments and, therefore, are an incomplete record of the seminar.