

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 that any difference between the future User Group Conference fees and the transferred value will be applied to future registration(s). Alternatively, another representative from the original registrant's organization can attend at no additional cost.
- 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 canceled within three weeks of the conference start date, A.V. Powell & Associates will fully refund any paid registration fees
- Complaints and grievances should be addressed, in writing, to AV Powell, Chair & CEO. These 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 materials and course participant records for a minimum of five (5) years.
- FORCAST Users Group presentations and handouts will be reviewed before the conference by an independent actuary who was not involved in developing the course. This actuary will provide a signed affirmation confirming that the course content is both current and technically accurate. A.V. Powell & Associates LLC will retain this document along with all other records related to the conference.
- A Certificate of Completion indicating eligibility for CPE credits in the field of Specialized Knowledge will be sent to participants who have confirmed attendance and engagement throughout the sessions. To qualify for CPE credits, registrants must attend the entire session and participate in real-time polls. Attendees may join real-time polls via their cell phones or laptops.

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.

The conference materials on our website, while informative and educational, do not include the speakers' oral narratives or comments. Therefore, they provide an incomplete record of the seminar.