



Adviser Test Prep Service Guarantee

We want you to pass your FINRA exam! If you follow our guidelines and use our course, we will give you 1 hour of Custom Coaching online before you take your exam for the first time. If you do not pass your exam on the first attempt, we will give you one 1-hour Custom Coaching session online every 2 weeks until you pass your exam. If you have failed the exam 3 times, FINRA requires that you wait for 6 months before taking the exam again. If you are in this waiting period, we will give you 1 hour of Custom Coaching per month, only at your request.

Please read all of the requirements below. You must follow all of the guidelines and sign, date and return this guarantee to us to receive our guarantee. When you accept our guarantee, you agree to all of our guidelines. Please note: we are not able to give refunds of any kind.

Our Guidelines:

You agree to:

1. Obtain and read the entire textbook for the exam you are taking. By “textbook,” we mean the most current edition textbook for your exam published by Kaplan Financial, ExamFX, STC or Wiley (aka Securities Institute of America). This list is subject to change.
2. Be currently registered in our Online/On-Demand course.
3. Take the exam and share your test results and your test experience with us.
4. Take the exam at least every 60 days during the Service Guarantee period. If FINRA prevents you from taking the exam for 6 months because you did not pass the exam three times, we will provide Custom Coaching only at your request, 1 time per month, until you are eligible to take the exam again, then you must take the exam at least every 60 days.
4. Attend all scheduled online Coaching sessions. If you must re-schedule a session, you must do so at least 24 hours in advance. If you miss two or more scheduled Coaching sessions, our service guarantee ends.
5. Send test topics and/or questions that you want covered in the Coaching session to your instructor at least 48 hours in advance. For best results, please submit topics and/or questions for your Coaching session. If you do not send test topics and/or questions for review, the Instructor will select topics.
6. View every course session in its entirety.
7. Verify that your Internet service can connect with our online service. We will provide links and other technical information upon request so you can verify that your Internet provider can connect with our service.
8. Accept our no refund policy. We may substitute equivalent services or materials, however, all sales are final.
9. Sign, date and return this form to us by email, FAX or mail.

What We Provide:

For every one of our Online courses you purchase, we provide:

- 1. One, 1-hour Online Custom Coaching session **before** you take your exam for the **first time**. Sessions are by appointment only. You must provide your Instructor with a list of topics and/or questions you would like covered.
- 2. If you do not pass your exam, we will provide one, 1-hour Custom Coaching session every 2 weeks until you pass your exam. However, if you failed your exam 3 times and are in the FINRA 6 month waiting period, we will provide 1-hour of Custom Coaching every month only at your request.

Restrictions:

- 1. If you schedule Custom Coaching sessions and do not attend 2 of them, our service guarantee ends.
- 2. We provide Coaching only for courses in which you are enrolled.
- 3. We attempt to have you work with the same Instructor on a given course. However, instructors may change at our discretion.
- 4. We provide coaching online. You must provide your own Internet connection to access our online system. Slow Internet, wireless connections, and dial-up service may not be able to use our service. We are not responsible for technical difficulties.
- 5. Our Service Guarantee stops when you pass your exam, or you tell us you do not want to continue or you are not enrolled in our Online course. Our Service Guarantee also stops if you do not return our phone calls or emails after 10 days or, in the opinion of our Instructor, you have not followed our guidelines.
- 6. We do not provide textbooks.
- 7. While we attempt to provide the most up-to-date study materials and test preparation services available, it is impossible for us to guarantee that you will pass your exam.

To start your Guarantee: Please sign, date and return this Guarantee to us at Coach@AdviserTestPrep.com, FAX: 719-930-3903 or mail: Adviser Test Prep, 6660 Delmonico Drive, Suite D291, Colorado Springs CO 80919.

Agreed this _____ Day of _____ 20____

Signed:

_____ Email: _____
 Signature Printed Name

_____ Steve Glaeser Email: Steve@AdviserTestPrep.com
 Signature Chief Learning Officer, Adviser Test Prep