



# Frequently Asked Questions – Underwriting Continuing Education Certification

## Background on the Continuing Education Program

### Why did we create an industry-wide Underwriting Continuing Education Certification (UW CE) Program?

Three main reasons are:

- To introduce a globally recognized underwriting certification program, keeping underwriters at the forefront of the insurance industry.
- To expand knowledge and skills, promoting the benefits of company & industry continuing education
- To promote the importance of underwriting professionalism through continuing education

### Who is the intended audience?

The UW CE Program is applicable for all underwriting professionals. An underwriter who meets the criteria will be recognized as a **Certified Professional Underwriter**.

### What does this mean for my FALU designation?

One of our guiding principles was to maintain the incredible value of the Fellow, Academy of Life Underwriting (FALU) designation. An underwriter with their FALU designation who meets the criteria will also be recognized as a **Certified FALU**. You will never lose your FALU designation once it has been earned. Certification simply recognizes that you are continuing to pursue learning and development within the underwriting profession.

### Will pursuing this certification enhance my ability to meet my personal continuing education performance goal? Do I need to make my manager aware that I am participating in this certification program?

Yes, it will complement achieving your internal Continuing Education goals. Our plan will give you a road map and a central location to report all your progress. The exportable report also provides an easy way to highlight your continuing education efforts throughout the cycle. This certification has gained wide industry acceptance, but it is prudent to make your manager aware of your personal development goals and the importance of Continuing Education.

### Will the program certification have a two-year rolling cycle?

No. For ease of administration, we decided to keep it as a static two-year certification period. Cycles will have two-year periods (2022-2023, 2024-2025, 2026-2027, etc.) with entry of educational and qualifying training into the website tool during the two-year period prior to the certification period. Entry for credits will end on January 31<sup>st</sup>, 2024, for the 2024-2025 certification period.

### How is a CE Credit defined?

One (1) CE Credit is generally equivalent to 50 minutes of educational content. Refer to the [CE Program Credits Guide](#) for a list of activities and their corresponding credit allocation.

### Is there a cost to participate in the certification program?

There is no cost to individual underwriters or their companies.

## Can I start mid-year or mid-cycle? What if I forget to track my progress before the end of the certification period?

Yes! You can apply any CE Credits attained during the certification period. We encourage underwriters to record their progress throughout the cycle for ease of use; however, reporting of credits can continue until the end of January of the next certification period. For example, if a participant completed CE credits at any time during the 2022-23 certification cycle, credits can be reported until January 31, 2024.

## How do new underwriters get all their CE credits?

The committee designed this program so that all levels of underwriters will be able to get their credits for each cycle. While it may not be easy, it will be fully attainable. One of the benefits of the program is that underwriters can achieve their goals through internal training, webinars, podcasts, and other online education opportunities offered throughout the year.

## Can we roll credits over from one certification period to another?

You may not roll over credits from one certification period to the next. The Certification program begins in January and will cover two (2) calendar years. Credits apply only during the certification period in which they were earned.

## Does attending a sales meeting count for CE credits?

All credits are based on relevance to your underwriting and leadership career.

## How do I track credits and where do I record my CE Credit activities?

The Academy of Life Underwriting (ALU) website will be your portal. Sign into "My Account" at [www.alu-web.com](http://www.alu-web.com), click on the **Track Continuing Education Tab** and start tracking! If you do not yet have a profile, sign-up is simple and free. Your account will be private and requires a password.

## What records must I keep proving compliance?

A log of activity will be required in the tracking tool, showing how you met the terms of that requirement in its entirety. There is no requirement to keep meeting handouts, attendance records, notes or any other method of documentation. You are not responsible for retaining proof of attendance at structured events, where attendance can be verified. We may reach out to you or your manager and ask for details of credits earned.

## Will CE Credits be audited?

Yes, one of our guiding principles was that education credits may be subject to audit. As part of the credit review process, staff will look over entries to ensure they meet program requirements—Examples include: all entries representing activities completed within the appropriate time period, entries sorted into the correct category/subcategory, there are no duplicate entries etc.

We will also randomly audit a small number of members and look for outliers through an automated tracking tool.

We felt it was important to maintain the integrity of the program and self-reporting process. An audit works to ensure good faith compliance on the part of all underwriters, without requiring everyone to submit cumbersome paperwork. Audits will also help the committee enhance the program and ensure that everyone understands the requirements.

## Can I run a report to show what I have completed to date?

Yes, you have the ability to print a summary of your progress and request confirmation of your certification from the administrator through "My Account" on the ALU website.

## Can I obtain all my CE Credits through internal training presentations?

Some categories, such as internal training, have maximum allowable credits to ensure that the program promotes several forms of professional development and does not rely too heavily on one source such as internal training only. Refer to the [CE Program Credits Guide](#) on the ALU website.

## I attend several multi-day conferences a year, so does that qualify me as a Certified Professional Underwriter?

While you are certainly on your way, we also introduced maximum allowable credits for conference attendance. This was also to ensure that the program promoted several forms of professional development and did not rely too heavily on one source.

## Does volunteering on a committee count towards CE Credits?

Yes! The program recognizes the importance of volunteers in our industry. You can obtain credits for your participation on a committee, preparing for a presentation, or publishing an article.

## Who determines what education is job-relevant?

Ultimately, you define the CE Credit activities that are relevant to your development and the appropriate balance of technical, business, and leadership skills.

## Is there a master list of all CE credit opportunities?

Yes, there is a master list published on the ALU website. The list provides direction, though some discretion is required as the list is not exhaustive, and certain courses or educational exercises may or may not qualify. Refer to the [CE Program Credits Guide](#) for a list of activities and their corresponding credit allocation.

## Will the structure of the program change in the future?

Although the initial program design is not expected to have significant changes, we will continue to monitor the program over time to ensure it meets key objectives and remains relevant in the Underwriting Community.

Categories/subcategories for credits will be added and adjusted as needed. Enhancements to the tracking tool are expected.

## How do I receive my certification after completing the requisite credit hours?

Once you have recorded enough credits for the cycle (50), you can request a review. Scroll down to the section labeled **Request CE Certification** and click the (+) button. From there, enter the current date and your name as you would like it to appear on your certificate. You should receive a response within 15 business days.

## How do we use our certification title?

You can add Certified FALU or Certified Professional Underwriter to your email signature, LinkedIn profile, presentation slides, etc. For example.

Jane Smith, Certified FALU, FLMI  
Underwriting Manager  
XYZ Insurance

John Smith, AALU, Certified Professional Underwriter / Senior Underwriter / Life Insurance

## Using the Tracking Tool

### How do I log into the ALU site to enter my credits?

If you have ever sat for or proctored an ALU exam, purchased ALU webinars, attended the ALU forum, you most likely already have an account and should not create a new one.

To access your account, use the Forgot Username function and enter the email address you were using when you last interacted with ALU as described above. You will then receive an email which will allow you to create a password and gain access to your account.

If you no longer have access to that email address, or if you receive an error in this process, send an email to [registrar@alu-web.com](mailto:registrar@alu-web.com) with the subject line "Trouble Accessing Account". Include the following information: Full name, user ID (if applicable); the name of your employer at the time of your last interaction with ALU; and your maiden name (if applicable).

Once you have logged in, click My Account and then select the Continuing Education tab.

#### How do I submit my credits?

Once you have navigated to the Continuing Education tab, instructions for submission are available on the site. More detailed, step-by-step instructions can be found [here](#).

#### What do I do if I make a mistake in my entry? Can I delete it?

If you have mistakenly entered incorrect information, scroll to the far right of the entry and click on the red “x” to delete that entry.

#### How many credits can I earn per submission?

The credits you earn vary according to the activity. We have provided a [credit guide](#) for your convenience.

#### Where can I find out how many credits I have earned?

Below the submission box, there is a section titled “Continuing Education Report” with a button labeled “Print Continuing Education Report”. Click the button, and a report that includes your earned credits will open in a pop-up box on your screen. From there, you can download it as a PDF.

Remember—the report refreshes every weeknight. You will not see credits you have submitted that day on the report. If the credits are still not on the report after 24 hours or 1 business day, reach out to [registrar@alu-web.com](mailto:registrar@alu-web.com).

#### How do I receive my certification after completing the requisite credit hours?

Once you believe you have recorded enough credits for the cycle, you can request a review. Scroll down to the section labeled Request CE Certification and click the (+) button. From there, enter the current date and your name as you would like it to appear on your certificate. You should receive a response within 15 business days.

#### If any of my credits were not approved, or if I have any other questions, how do I find out more?

Reach out to [registrar@alu-web.com](mailto:registrar@alu-web.com). They will be able to provide context and review the case if you believe a mistake was made. They will also be able to answer any other questions related to the CE program.