

## Statement of Administrative Policies

*(In Compliance with NASBA CPE Provider Standards)*

**Provider Name:** WealthAbility®

**Effective Date:** June 12, 2025

**Review Date:** June 13, 2025

For questions or further information, please contact us at [Team@wealthability.com](mailto:Team@wealthability.com)

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### 1. Record Retention Policy

WealthAbility® retains all CPE program participant records for a minimum of **five (5) years**, in compliance with NASBA's Standards for Continuing Professional Education. These records include:

- Participant names and contact information
- Program titles and descriptions
- Dates and locations of program offerings
- Number of CPE credits earned
- Results of program evaluations
- Instructor credentials

All records are securely stored digitally and are available upon request to the participant or applicable regulatory bodies.

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### 2. Refund Policy

We strive to ensure satisfaction with our programs. Refunds will be issued under the following conditions:

- **Full Refund:** If a participant cancels at least **7 days prior** to the program start date.
- **Partial Refund (50%):** If canceled **3–6 days** prior to the program start date.
- **No Refund:** If cancellation occurs **within 48 hours** of the program or after the program has begun.

Participants may choose to receive a credit toward a future program in lieu of a refund, subject to approval.

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### 3. Program Cancellation Policy

WealthAbility® reserves the right to cancel any program due to low enrollment, instructor illness, or other unforeseen circumstances. In such cases:

- Participants will be notified **at least 48 hours in advance** (when possible).
- A **full refund** will be issued automatically, or participants may transfer to a future session.

We will make reasonable efforts to reschedule the course or offer an alternative.

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### 4. Complaint Resolution Policy

We are committed to maintaining high-quality educational experiences. If a participant has a complaint regarding the course content, instructor performance, or administrative process, they may:

- Submit complaints via email to **team @wealthability.com**
- We will acknowledge receipt of the complaint within **2 business days**.
- A formal response or resolution will be provided within **10 business days** of receipt.

All complaints will be documented and reviewed for quality assurance purposes.

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### 5. Course Update Policy

Course content is reviewed and updated **annually** or more frequently as needed to ensure:

- Technical accuracy and relevance
- Compliance with current laws, standards, and regulations
- Alignment with NASBA CPE Standards

Subject matter experts and instructional designers collaborate to revise course materials. Updates are logged and tracked as part of our content management process.

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